



## Employee Position Description

Position Details				
<b>Position Title:</b> Family and Carer Peer Worker	<b>Department:</b> Northeast Metro Mental Health and Wellbeing Connect (NMMHWC)	<b>Agreement:</b> Community Health Centre (Stand Alone Services) Social and Community Service Employees Multi Enterprise Agreement 2022		
<b>Reports To:</b> Team Leader, Northeast Metro Mental Health and Wellbeing Connect (NMMHWC)	<b>Location:</b> Hawthorn- with requirement to work at Northeast Metro Mental Health and Wellbeing Connect Centre, and Satellite Sites (East region)			
<b>Direct Reports:</b> Nil	<b>Employment Status:</b> Permanent: Full-time and part-time positions available	<b>Classification:</b> Social and Community Services Employee Level 3 (Pay Point dependent on experience)		
Position Primary Purpose				
<p><b>Position summary:</b></p> <p>The Northeast Metro Mental Health and Wellbeing Connect (NMMHWC) Family and Carer Peer Worker, will provide connection with and support for families, carers and supporters of people with mental health and/or substance use challenges. This role involves practical and emotional one-on-one support and delivery of peer support and psychoeducation groups. The Family and Carer Peer Worker works closely and collaboratively with the Northeast Metro Mental Health and Wellbeing Connect (NMMHWC) staff to deliver services that are welcoming, responsive, and flexible for families, carers and supporters.</p> <p>The Family and Carer Peer Worker will use their own lived/living experience as a family member, carer or supporter of someone with mental health and/or substance use challenges to provide a safe, welcoming and compassionate environment for families, carers and supporters to feel supported, listened to, and understood. Supported by the Team Leader, Northeast Metro Mental Health and Wellbeing Connect (NMMHWC) Centre and the Lived/Living Experience Practice Lead, the Family and Carer Peer Worker will work to inspire hope and confidence in families, carers and supporters to achieve improved health and wellbeing with a focus on their strengths and resilience as part of their recovery.</p>				
<i>This position description provides a comprehensive, but not exhaustive, outline of the key activities of the role. North East Family and Carer-led Centre employees will therefore be expected to comply with manager's directions when and as required, which may include completion of duties not listed in this document.</i>				
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**The key components of the role include:**

- Supporting families, carers and supporters of people with mental health and/or substance use challenges.
- Facilitation or co-facilitation of peer support and psychoeducational groups.
- Leading social events/activities and community development.
- Participating in professional development, supervision and reflective practice.
- Representing Northeast Metro Mental Health and Wellbeing Connect Centre in local, regional and statewide networks, forums and presentations as appropriate.

Decision Making Authority	Key Relationships
<b>Decisions in line with the Access HC (as consortium lead)</b> <b>Delegation of Authority Policy</b>	<b>Internal</b> Northeast Metro Mental Health and Wellbeing Connect staff including: <ul style="list-style-type: none"><li>• Team Leader – Northeast Metro Mental Health and Wellbeing Connect</li><li>• Lived/Living Experience Practice Lead</li><li>• Manager- Family and Carer-led Centre</li><li>• Social workers, family therapists, and volunteers</li></ul> AccessHC staff including: <ul style="list-style-type: none"><li>• Alcohol and Other Drug Team</li><li>• Mental Health Team</li><li>• Service Connection and Customer Service Teams</li><li>• Health Promotion Team</li><li>• Community Impact Team</li><li>• Other teams as needed</li></ul> <b>External</b> <ul style="list-style-type: none"><li>• Northeast Metro Mental Health and Wellbeing Connect consortium partners including Inspiro, Self Help Addiction Resource Centre (SHARC) and healthAbility</li><li>• Tandem and other carer support services</li><li>• Other Northeast Metro Mental Health and Wellbeing Connect Centres</li><li>• Other community health organisations as needed</li></ul>

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## Key Accountabilities

Focus Areas	Responsibilities
<b>Working for and supporting families, carers and supporters</b>	<ul style="list-style-type: none"> <li>• Providing empathic and informed peer support, information and referrals to families, carers and supporters whose lives are impacted by mental health and/or substance use challenges, being mindful of the principles of purposeful disclosure.</li> <li>• Encouraging and facilitating referrals to internal and external services, family/carer/supporter support groups and education, and access to hardship funds, where appropriate.</li> <li>• Participating in regular practice supervision with the Lived/Living Experience Practice Lead including self-reflective practice and identification of needs.</li> <li>• Seeking support, debriefing and actively following up challenging or concerning issues with Lived/Living Experience Practice Lead or Team Leader, Northeast Metro Mental Health and Wellbeing Connect.</li> <li>• Informing Lived/Living Experience Practice Lead or Team Leader, Northeast Metro Mental Health and Wellbeing Connect when duty of care issues arise.</li> <li>• Being available to work after hours and on weekends when required.</li> </ul>
<b>Facilitation or co-facilitation of groups</b>	<ul style="list-style-type: none"> <li>• Working as part of a team to guide the group according to the principles agreed upon by group participants, Northeast Metro Mental Health and Wellbeing Connect and/or other stakeholders.</li> <li>• Being committed to and abiding by the Northeast Metro Mental Health and Wellbeing Connect privacy and confidentiality policy applicable to all staff.</li> <li>• Providing a supportive environment for members to participate, learn and share in a group setting.</li> <li>• Attending all group meetings as an authentic and active participant being mindful of the principles of purposeful disclosure.</li> <li>• Ensuring the focus of the group is supporting the needs of the participants. Participating in evaluation, identifying gaps in content and/or updating group materials for continuous improvement.</li> </ul>

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	<ul style="list-style-type: none"> <li>• Providing support for various administration duties, which may include maintaining records of group attendance and current group membership, communicating with members from time to time, organising group rosters, preparation of meeting topic planners, etc.</li> <li>• Regularly attending meetings and committing to ongoing professional development and training.</li> <li>• Seeking support and debriefing and actively follow up challenging or concerning issues with senior staff members or managers. Informing senior staff members or managers when duty of care issues arise.</li> </ul>
<b>Networking, Liaison and Partnerships</b>	<ul style="list-style-type: none"> <li>• Working closely with the Northeast Metro Mental Health and Wellbeing Connect staff to provide an accessible and welcoming service for families, carers and supporters.</li> <li>• Actively participating and working cooperatively with the multidisciplinary team, collaborative partner organisations, Northeast Metro Mental Health and Wellbeing Connect participants, referrers and other stakeholders.</li> <li>• Developing and maintaining appropriate networks and resources to enable the referral of Northeast Metro Mental Health and Wellbeing Connect participants to broader community services.</li> <li>• Participating in regular peer-to-peer learning through communities of practice.</li> <li>• Representing Northeast Metro Mental Health and Wellbeing Connect on relevant networks and committees as required in a professional and respectful manner.</li> </ul>
<b>Quality, Reporting and Clinical Governance</b>	<ul style="list-style-type: none"> <li>• Participating in regular self-reflection, group, and operational (line management) supervision and professional development in line with individual work plan, as directed by the Team Leader, Northeast Metro Mental Health and Wellbeing Connect and Lived/Living Experience Practice Lead.</li> <li>• Participating in regular carer perspective supervision including self-reflective practice and identification of needs.</li> <li>• Seeking support and debriefing and actively following up challenging or concerning issues with senior staff, including informing senior staff members or managers when duty of care issues arise.</li> <li>• Encouraging consumer feedback to the service and implementing continuous improvement initiatives as directed by senior staff.</li> <li>• Ensuring that data collection and reporting requirements are completed to a high standard and in a timely manner.</li> </ul>
<b>Northeast Metro Mental Health and Wellbeing Connect Values</b>	<p>Through actions and behaviour, demonstrating the Northeast Metro Mental Health and Wellbeing Connect values of:</p> <ul style="list-style-type: none"> <li>• Self-determination</li> <li>• Equity</li> <li>• Collaboration</li> <li>• Respect</li> </ul>

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	<ul style="list-style-type: none"> <li>• Innovation</li> <li>• Community</li> </ul>
<b>Governance and Compliance</b>	<ul style="list-style-type: none"> <li>• Acting in accordance with Northeast Metro Mental Health and Wellbeing Connect and Access HC policies, procedures and codes of conduct.</li> <li>• Maintaining updated and valid credentials in accordance with relevant legislation and industry requirements where applicable to the position.</li> <li>• Participating in mandatory training requirements, including induction and ongoing professional development, to support the delivery of safe and effective services.</li> </ul>
<b>Workplace Health and Safety</b>	<ul style="list-style-type: none"> <li>• Acting in accordance with Northeast Metro Mental Health and Wellbeing Connect and Access HC health and safety policies and procedures at all times.</li> <li>• Taking reasonable care of own health and safety and that of other people who may be affected by conduct.</li> </ul>

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Selection Criteria	
<p><b>Mandatory Criteria:</b></p> <ul style="list-style-type: none"> <li>• National Police Check</li> <li>• International Police Check (if lived overseas for more than 12 months)</li> <li>• Working With Children Check</li> <li>• NDIS Worker Screening Check</li> <li>• Driver's Licence</li> </ul> <p><b>Key Selection Criteria</b></p> <ul style="list-style-type: none"> <li>• Be willing to effectively, respectfully and appropriately use your lived/living experience as a family member, carer or supporter of someone with mental health and/or substance use challenges in your role.</li> <li>• Relevant training, qualifications and/or experience in family/carers peer support. Training such as Intentional Peer Support (IPS) training, a Cert IV in Peer Support or previous paid/voluntary role in lived experience family/carers work is highly desirable.</li> <li>• Demonstrated experience facilitating/co-facilitating peer support or psychoeducational groups (highly desirable).</li> <li>• Demonstrated understanding of the key issues affecting families, carers and supporters of people with mental health and/or substance use challenges, and how these may intersect with physical health, gambling, neurodevelopmental conditions, intellectual and physical disabilities.</li> </ul>	<p><b>Key Attributes and Skill Sets</b></p> <ul style="list-style-type: none"> <li>• High level of cultural sensitivity and awareness, and the ability to work safely and effectively with people from diverse backgrounds, including First Nations, culturally and linguistically diverse and LGBTIQ+ communities.</li> <li>• Commitment to accepting people's differences and to respecting the rights of others to make their own choices.</li> <li>• Excellent communication, listening and engagement skills and commitment to a collaborative, shared care approach.</li> <li>• Effective time management and prioritisation skills.</li> <li>• Demonstrated behaviours consistent with Northeast Metro Mental Health and Wellbeing Connect values.</li> <li>• Computer literacy, including proficiency in Microsoft programs such as Word and Outlook.</li> <li>• Prior educational or peer group facilitation/co-facilitation experience highly desirable.</li> </ul>

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<ul style="list-style-type: none"> <li>• Demonstrated understanding of trauma informed practice, recovery-oriented and strengths-based approaches and family-inclusive practice.</li> </ul>	
<p><i>Northeast Metro Mental Health Wellbeing Connect is a Child Safe Organisation that values inclusivity and diversity. We encourage applications from people with disabilities, those with mental health and/or AOD recovery experience, and those with diverse genders and sexualities.</i></p> <p><i>Our vision for reconciliation is an Australia where Aboriginal and Torres Strait Islander peoples experience equitable health and social outcomes. Our Reflect Reconciliation Action Plan (RAP) will contribute to achieving reconciliation. We will seek an understanding of and acknowledging histories and injustices, support the active expression of culture, build strong, trusting relationships, and apply culturally appropriate practices within our work.</i></p> <p><i>We will work in partnership with Aboriginal and Torres Strait Islander peoples to create a welcoming and safe place for everyone at our services. We acknowledge the Wurundjeri Woi-wurrung people, who are the Traditional Owners of the land on which we work and we pay our respects to Wurundjeri Elders past, present, and future, and extend that respect to other Aboriginal and Torres Strait Islander people. We acknowledge that sovereignty was never ceded.</i></p> <p><i>As a vaccine positive organisation, we encourage COVID-19 vaccinations and offer disability services, requiring successful applicants to undergo a NDIS Workers Screening Check, Working With Children Check, Police Check and potentially an International Check.</i></p>	
<b>Authorisations</b>	
<b>Employee Name:</b> <b>Signature:</b> _____ <b>Date:</b> /    /	<b>Manager Name:</b> <b>Signature:</b> _____ <b>Date:</b> /    /