

## Family and Carer Peer Practitioner Lead

**Our vision:** *People and communities have strong mental health and wellbeing.*

**Our purpose:** *Partnering with service users and family/carers to deliver mental health and wellbeing services that enhance quality of life.*

**Our values:** *Hope, Creativity and innovation, Client focus, Making a difference, Integrity.*

## Position Information

<p><b>Purpose</b></p>	<p>The Family and Carer Peer Practitioner Lead will bring their learnings of family/carer lived or living experience of supporting people with mental health challenges and/or alcohol and drug challenges, to walk alongside service users (the main of which, in this instance, are family and carers themselves). This practice is done in line with Mind’s Approach to Working with Families and Carers, Model of Recovery Oriented Practice, My Better Life model, Mind’s Peer Work Framework, Intentional Peer Support and organisational values.</p> <p>The Family and Carer Peer Practitioner Lead is expected to champion the voice of lived experience, advocate for human rights and provide an alternative to traditional mental health responses through the practice of mutuality. This is in addition to practicing in alignment with family-centred principles, relational recovery-oriented approaches, trauma-informed theories, and anti-racist/anti-oppressive ways of working.</p> <p>Family and Carer Peer Practitioners champion co-production practices and actively participate in that services and programs centre the needs and preferences of service users.</p> <p>They seek to always place the relationship and service user at the centre of their journey. This is done through working with a person to understand and identify their journey and how they would like to move towards what is possible in their lives by focusing on relational care.</p>
<p><b>Position reports to</b></p>	<p>Service Manager</p>
<p><b>Mind classification level</b></p>	<p>SCHADS Level 5</p>
<p><b>Stream</b></p>	<p>Victoria Operations</p>

Mind values the experience and contribution of people from all cultures, genders, sexualities, bodies, abilities, ages, spiritualities and backgrounds. We encourage applications from Aboriginal and Torres Strait Islander peoples, people with a lived experience of mental ill-health and recovery, people living with disability, those who identify as LGBTIQ and applicants from culturally and linguistically diverse backgrounds.



<p><b>About the service</b></p>	<p>The Mental Health and Wellbeing Connect centre operates across the Loddon Mallee region through a partnership with Mind and Mallee Family Care (MFC). The Connect centre has two main sites: in Bendigo (Mind) and Mildura (MFC), with an outpost site in Swan Hill and other community outreach locations.</p> <p>Families and carers seeking information, advice, referral and/or peer support can access a range of center-based, outreach, telephone or online supports. All practitioners at the Centre have a family/carer lived/living experience and deliver services utilising a relational recovery approach, trauma informed practice and peer support. One-on-one support and group-based supports are provided including Mind Recovery College.</p>
<p><b>Position description effective date</b></p>	<p>March 2025</p>
<p style="text-align: center;"><b>Responsibilities</b></p>	
<p><b>Lived Expertise</b></p>	<ul style="list-style-type: none"> <li>• Demonstrate knowledge and abilities gained from both an individual's Family/Carer lived/living experiences, collective impacts, and Lived Expertise, and be able to support the development of these approaches across the reach of Mind's work by utilising:             <ul style="list-style-type: none"> <li>○ highly developed relational skills, including exemplifying unconditional acceptance and positive regard,</li> <li>○ effective and appropriate sharing of learnings from personal and/or relational recovery stories,</li> <li>○ understanding how essential hope is, collaborate to find hope together, and holding hope for others,</li> <li>○ demonstrate the ability to sit with, hold and bear witness to someone's distress in an authentic way,</li> <li>○ transforming adversity into expertise that can be empowering, helpful and transformational.</li> <li>○ understand and articulate how Lived Experience work is distinct and unique, including the values, principles, and practice of the discipline.</li> <li>○ Intentional Peer Support Framework.</li> </ul> </li> <li>• Work in a way that are informed by Mind's Lived Experience Strategy, Peer Work Framework and Model of Peer Work to guide your work.</li> <li>• Draw on the broader family/carer Lived Experience knowledge base to inform your practice. This includes state-wide and nationally recognised Lived Experience frameworks and guidelines endorsed by Mind Australia and the Lived Experience Division.</li> <li>• Support your team to understand and deliver services and approaches that are consistent with relational recovery-oriented</li> </ul>



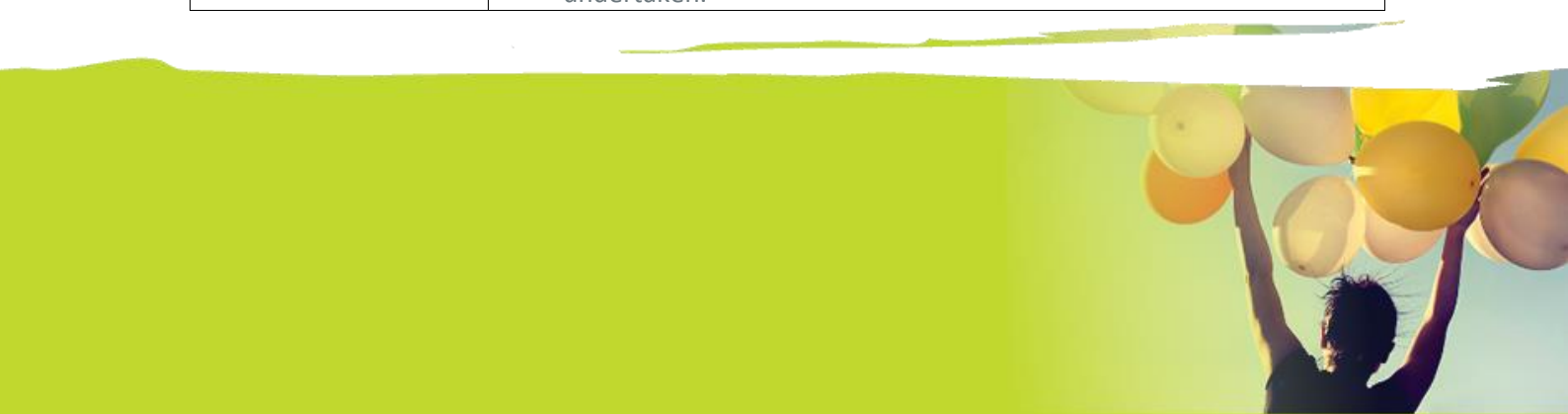
	<p>practice from a peer/Lived Experience perspective and Intentional Peer Support tasks and principles</p> <ul style="list-style-type: none"> <li>• Is comfortable balancing the values and principles of lived expertise work and service expectations whilst collaborating for transformation</li> </ul>
<p><b>Provide direct support to the Family and Carer Peer Support Workers.</b></p>	<ul style="list-style-type: none"> <li>• Effectively lead and foster the development of a team to provide best-quality services in line with Lived Experience frameworks, guidelines and the Connect centre service model.</li> <li>• Provide line management and support access to specialist family and carer perspective supervision for the team.</li> <li>• Positively influence and contribute to a service and team culture that focuses on relational practice, meeting people where they are at and in line with lived experience values and principles and service expectations.</li> <li>• Support staff to think deeply, develop creative solutions and remain motivated in meeting people’s needs and preferences.</li> <li>• Provide support in ways which strengthens the team and enables the continual provision of best-quality practice throughout service and organisational change</li> <li>• Build Centre staff capacity in participation and engagement approaches, supporting the team to apply these in the further development of services for the family members, carers or supporters who access the Loddon Mallee Mental Health and Wellbeing Connect Centre.</li> <li>• Understand when to bring the team together to co-reflect on practice</li> <li>• Facilitate reflective practice with the team as required and encourage staff participation in co-reflection and communities of practice.</li> <li>• Where required, undertake the same responsibilities as Family and Carer Peer Practitioner.</li> </ul>
<p><b>Provide direct support to family/carers</b></p>	<ul style="list-style-type: none"> <li>• Engage with family members, carers or supporters to provide reassurance, information, practical and wellbeing supports, education (informed by relational recovery) and skills development.</li> <li>• Demonstrate knowledge or ability to acquire knowledge in the application of theoretical approaches, practices and appropriate service responses including family inclusive/centred practices, relational recovery-oriented practice, trauma informed theory and anti-racist/anti-oppressive ways of working.</li> <li>• Deliver solution-focused, peer-led support either on a one-on-one basis or via facilitation of peer-led groups, where required.</li> </ul>



	<ul style="list-style-type: none"> <li>• Provide services through a range of modalities including centre based and outreach, virtual and direct, both individually and in groups, where required.</li> <li>• Formulate integrated care and support plans and provide relevant support designed to enhance relationships, family wellbeing and satisfaction, where required.</li> </ul>
<p><b>Centre Operational Support</b></p>	<ul style="list-style-type: none"> <li>• Work with the Service Manager to develop a shared team culture within the Centre and contribute to ongoing development of operating guidelines to ensure practices align with the Service Development Framework.</li> <li>• Is able to collaborate with the Service Manager in ensuring operational procedures are clearly communicated and understood</li> <li>• Is able to work independently to make decisions regarding the day-to-day operations of the Connect centre in line with service operations and expectations to ensure quality service is available at all times and staff wellbeing</li> <li>• Facilitate regular team meetings and check-ins.</li> <li>• Collective and distributed sharing of power and expertise, with delegated authority to make day-to-day decisions to ensure the operational requirements of the service are met.</li> <li>• In collaboration with the Service Manager, undertake recruitment activities for staff, students and volunteers to provide a quality service to family, carers and supporters.</li> <li>• Implement and oversee the management of brokerage funding in accordance with the Service Development Framework and the Mental Health Carer Support Fund Guidelines.</li> <li>• Aid in the co-design, oversight, implementation and review of the group programs and activities.</li> <li>• Recruit, train and support people with relevant lived or living experience for co-design activities for the Centre.</li> </ul>
<p><b>Work with local service providers</b></p>	<ul style="list-style-type: none"> <li>• Assist the person with system navigation and linkages to community agencies or support systems that will assist them to address life impacts and barriers to full social, educational and employment participation, as required.</li> <li>• Engage with local mental health and alcohol and other drug services, and community-based organisations such as schools and neighbourhood houses, to identify family/carers and provide early support.</li> <li>• Where appropriate, provide advocacy support and advice to facilitate a better outcome for the person in their caring role.</li> </ul>



<p><b>Professional development</b></p>	<ul style="list-style-type: none"> <li>• Participate in line-management catchups.</li> <li>• Undertake relevant training and professional development, including regular peer specific co-reflection.</li> <li>• Complete relevant family/carer designed Lived Experience training where required.</li> <li>• Participate in reflective practice and the Family and Carer Peer Worker Community of Practice regularly.</li> <li>• Ongoing reflection on your family/carer lived or living experience and the broader Lived Experience knowledge base and how you use this in your practice.</li> </ul>
<p><b>Accountability</b></p>	<ul style="list-style-type: none"> <li>• Conduct yourself in accordance with the Mind Code of Conduct and Mind policies and procedures which may change.</li> <li>• Proactively support Mind's vision of supporting people facing mental health challenges to live well and be socially included, in accordance with the Mind values.</li> <li>• Other duties as directed.</li> </ul>
<p><b>Workplace health, safety and wellbeing</b></p>	<ul style="list-style-type: none"> <li>• Contribute actively to the maintenance of a safe workplace.</li> <li>• Ensure all safety issues are reported and addressed as they arise.</li> <li>• Work in alignment with relevant workplace governance, policy and practice structures whilst holding the tension and practice of relational safety as key to your work.</li> </ul>
<p><b>Lived experience</b></p>	<ul style="list-style-type: none"> <li>• Be grounded in the discipline of Lived Experience, drawing from their own Lived Expertise as a Family member or Carer, informed by a commitment to social change, human rights, dignity and choice, to shape the delivery of their work and that of Mind.</li> <li>• Support the development of a consistent narrative on the value of Lived Experience to the organisation across quality, values and business outcomes.</li> <li>• Collective and distributed sharing of power and expertise.</li> </ul>
<p><b>Cultural safety</b></p>	<ul style="list-style-type: none"> <li>• Utilise your Lived Expertise to promote an inclusive, affirming and destigmatising culture that values lived experience and the active inclusion of consumers, carers, and families in the work we do.</li> <li>• Contribute to a culturally safe responsive workforce and service environment for staff, consumers, carers and volunteers from all cultures, genders, sexualities, bodies, abilities, spiritualities, ages and backgrounds.</li> </ul>
<p><b>Other duties</b></p>	<ul style="list-style-type: none"> <li>• Document all activities using Mind's ICT system and processes.</li> <li>• Actively participate, contributing to the team and wider organizational and sector-wide initiatives.</li> <li>• Take personal responsibility for the quality and safety of work undertaken.</li> </ul>



	<ul style="list-style-type: none"><li>• Other duties as directed.</li></ul>
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Position Requirements	
<p><b>Desired Qualifications</b></p>	<ul style="list-style-type: none"> <li>• Completion of Intentional Peer Support Core and/ or Advanced Training, or Certificate IV in Mental Health Peer Work, is desirable but not required.</li> <li>• Certificate IV in Mental Health Peer Work or Tertiary qualifications in Mental Health, Psychology, Social Work, Occupational Therapy, Community Services or other professional field as designated by Mind is desirable, and or significant experience with the role industry.</li> <li>• Specific qualifications relating to family work or carer perspective supervision highly regarded.</li> </ul>
<p><b>Knowledge, skills and experience required</b></p>	<ul style="list-style-type: none"> <li>• Has a lived/living experience as a family member, carer or supporter of someone who is experiencing, or has experienced mental ill-health and/or substance use challenges and understanding of, and ability and willingness to, contribute this Lived Expertise in working towards collective organizational impact.             <ul style="list-style-type: none"> <li>• (For further guidance on these definitions please refer to <a href="#">Mind's Lived Experience Strategy 2021-2024</a>) and responsibilities above.</li> </ul> </li> <li>• Proven ability to effectively lead and develop a team through training, supervision and reflective practice to achieve best quality service outcomes.</li> <li>• Ability to share aspects of your personal and familial story in an appropriate and purposeful manner to support, empower, speak about the times of hopelessness and the importance of hope, and support relational recovery and connection.</li> <li>• Demonstrated understanding of family/carer Lived Experience approaches including peer work, co-design and workforce development.</li> <li>• Effective project management expertise including initiating projects, supporting lived experience participants, and coordinating and managing meetings with multiple stakeholders.</li> <li>• A comprehensive understanding of the public mental health system and carer support sector, including the Commonwealth and State-based service system.</li> <li>• Experience in supporting teams to provide empathic, relational approaches, while recognizing positionality, relative power and privilege.</li> <li>• Experience or ability to acquire skills in understanding needs and working collaboratively to plan wellbeing supports using evidence informed approaches and tools, for example in challenging situations.</li> </ul>

To learn more about Mind visit [mindaustralia.org.au](http://mindaustralia.org.au)



You can also watch our Great Minds series of videos by visiting [www.youtube.com/mindaustralia](http://www.youtube.com/mindaustralia)

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	<ul style="list-style-type: none"> <li>• Understands the impacts of mutually reinforcing systems of discrimination and marginalisation that oppress people based on their intersectional identities and take a trauma-responsive, do no harm approach.</li> <li>• Passion to drive and champion change, initiatives and progress the Lived Experience agenda throughout the organisation, and capacity to do so with integrity.</li> <li>• Champion co-production and actively participate in co-design in all aspects of the service including program evaluation, planning, decision making and service design.</li> <li>• Completion of relevant discipline-specific training such as Intentional Peer Support Core training or has a specific plan or timeline for when this occurs.</li> </ul>
<p><b>Other</b></p>	<ul style="list-style-type: none"> <li>• Right to work in Australia.</li> <li>• Current NDIS Worker Screening Check Clearance.</li> <li>• Working with Children Check or equivalent (Blue Card - QLD).</li> <li>• Able to obtain and provide evidence of vaccinations against COVID-19.</li> </ul>

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