

## Peer Practitioner

**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, Consumer focus, Making a difference, Integrity.*

## Position Information

<p><b>Purpose</b></p>	<p>The Peer Practitioner utilises the learning from their lived/living experience of mental health challenges and/or alcohol and drug challenges to walk alongside service users. This practice is done in line with Mind’s Model of Recovery Oriented Practice, My Better Life model, Mind’s Peer Work Framework, Intentional Peer Support and organisational values.</p> <p>The Peer Practitioner 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-inclusive principles, recovery-oriented approaches, trauma-informed theories, and anti-racist/anti-oppressive frameworks.</p> <p>Peer Practitioners act as champions of co-design and lead co-production practices, in practical ways always placing the relationship and service user at the centre of their journey. This is done through working with a person to understand and identify their story, identify 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 3</p>
<p><b>Stream</b></p>	<p>Sub-Acute Residential Partnership Services, Queensland</p>
<p><b>About the service</b></p>	<p>The Cairns Medicare Mental Health Centre delivered in partnership with Cairns and Hinterland Hospital and Health Services provides a welcoming, low stigma and soft entry point to engagement, assessment and treatment for people who are experiencing distress or crisis as an alternative to the emergency department.</p> <p>The service offers immediate, short and medium term clinical and non-clinical support and connect people with ongoing services allowing</p>

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)

Mind Australia Limited ABN 22 005 063 589



	<p>individuals to have greater access to early intervention and ongoing support.</p> <p>The services will operate 7 days a week including extended hours with options for tele-health and ongoing support if needed, including alcohol and other drugs, housing, and social services.</p>
<b>Position description effective date</b>	March 2025
<b>Responsibilities</b>	
<b>Peer work</b>	<ul style="list-style-type: none"> <li>• Demonstrate knowledge and abilities gained from both an individuals 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 recovery stories,</li> <li>○ understanding how essential hope is, strategies to build hope, 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 and helpful.</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 is 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 Lived Experience knowledge base to inform your practice.</li> <li>• Support your team to understand and role model the delivery of services and approaches that are consistent with recovery-oriented practice from a peer/Lived Experience perspective.</li> </ul>
<b>Service Delivery</b>	<ul style="list-style-type: none"> <li>• Deliver high quality services to respond to the unique needs of young people, offering a flexible and person-centred approach.</li> <li>• Support young people to return to their community, live independently and enjoy a meaningful life through a staged approach to recovery.</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)

Mind Australia Limited ABN 22 005 063 589



	<ul style="list-style-type: none"> <li>• Provide resources and support to young people to foster positive relationships with those important to them, create community networks and access to relevant services.</li> <li>• Plan and deliver group programs that aid young people to build their skills and focus on recovery.</li> <li>• Collaborate with a range of services and the community to ensure a co-ordinated, integrated response to young people’s recovery goals.</li> </ul>
<b>Professional development</b>	<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 consumer designed Lived Experience training where required.</li> <li>• Participate in reflective practice and Community of Practice – Lived Experience</li> <li>• Continue to reflect on your personal lived experience and the broader Lived Expertise knowledge base and how you use this in your practice.</li> </ul>
<b>Work with local service providers</b>	<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> </ul>
<b>Accountability</b>	<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 from time to time.</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>
<b>Workplace health, safety and wellbeing</b>	<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>
<b>Lived experience &amp; Expertise</b>	<ul style="list-style-type: none"> <li>• Be grounded in the discipline of Lived Expertise, drawing from your own lived experience, 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>
<b>Cultural safety</b>	<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 service users, carers, and families in the work we do.</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)

Mind Australia Limited ABN 22 005 063 589



	<ul style="list-style-type: none"><li>• Contribute to a culturally responsive workforce and service environment for staff, service users, family/carers and volunteers from all cultures, genders, sexualities, bodies, abilities, spiritualities, ages and backgrounds.</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)

Mind Australia Limited ABN 22 005 063 589



Position Requirements	
<b>Required Qualifications</b>	<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>• Tertiary qualifications (minimum Certificate IV) are required in Mental Health, Peer Work, Alcohol and Other Drugs (AOD) or other health related field as designated by Mind.</li> </ul>
<b>Knowledge, skills and experience required</b>	<ul style="list-style-type: none"> <li>• Has a lived/living experience of mental distress and recovery and understanding of, and ability and willingness to, contribute this Lived Expertise in working towards greater organisational impact.</li> <li>• (For further guidance on these definitions please refer to <a href="#">Mind's Lived Experience Strategy 2021-2024</a>) and responsibilities above.</li> <li>• Ability to share learnings from your personal story in an appropriate and purposeful manner to support, empower, speak about the times of hopelessness and the importance of hope, and support the recovery of clients.</li> <li>• Previous experience in using lived experience and expertise in a dedicated Peer role strongly desirable</li> <li>• Experience, expertise and/or desire in working directly with people with mental health issues, and their families and carers.</li> <li>• Experience and/or commitment in providing empathic person-centred relational support, while recognising 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> <li>• Demonstrated knowledge or ability to acquire knowledge in the application of theoretical approaches, practices and appropriate service responses including family inclusive practice, recovery-oriented practice, trauma informed theory and anti-racist/anti-oppressive frameworks.</li> <li>• Understands/working towards understanding 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>• Demonstrated understanding of Lived Experience approaches including peer work, co-design and workforce development.</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> </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)

Mind Australia Limited ABN 22 005 063 589



	<ul style="list-style-type: none"> <li>• Spearhead co-design and coproduction 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> <li>• Demonstrated understanding of the Community Services sector and ability to build strong relationships with service providers, clinical teams and key stakeholders.</li> </ul>
<p><b>Other</b></p>	<ul style="list-style-type: none"> <li>• Right to work in Australia. Current valid Australian driver's licence.</li> <li>• Current NDIS Worker Screening Check Clearance.</li> <li>• Working with Children Check or equivalent (Blue Card - QLD).</li> <li>• Requirement to bring with you current First Aid and CPR certifications and perform these duties as required as part of the role.</li> <li>• Able and willing to work weekends as necessary.</li> <li>• Preparedness to work across different services and/or locations as required and directed.</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)

Mind Australia Limited ABN 22 005 063 589

