

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>Purpose</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>We are seeking a compassionate, self-motivated Peer practitioner to work in the Melbourne metro area. Working from home, you will engage relationally with people to support them to understand what they need to do to move forwards in their life and how you can walk alongside them on this journey. There is a focus on the promotion of wellbeing and what living safely within the community means for each individual. As this position requires travel across the metropolitan area a fleet car or allowance is provided.</p>
<p>Position reports to</p>	<p>Team Leader</p>
<p>Mind classification level</p>	<p>SCHADS Level 3</p>

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Stream	Victoria Operations
About the service	<p>Community mental health and Wellbeing Service-Hubs</p> <p>The Community Mental Health and Wellbeing Service (CMHWS) is a network of hubs designed to meet the increased need for immediate mental health. The hubs act as a ‘front door’ service to the mental health system where people can access services without eligibility criteria or a referral. CMHWS support people of all ages experiencing psychological distress or mental ill health and offer a blend of face-to-face support in the community, in person, telehealth and online services. The service delivers wellbeing supports tailored to a person’s individual needs including early intervention, specialist referrals, clinical care and treatment, and support for families and carers.</p>
Position description effective date	November 2024
Responsibilities	
Peer work	<ul style="list-style-type: none"> • 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"> ○ highly developed relational skills, including exemplifying unconditional acceptance and positive regard, ○ effective and appropriate sharing of learnings from personal recovery stories, ○ understanding how essential hope is, strategies to build hope, and holding hope for others, ○ demonstrate the ability to sit with, hold and bear witness to someone’s distress in an authentic way, ○ transforming adversity into expertise that can be empowering and helpful. ○ understand and articulate how Lived Experience work is distinct and unique, including the values, principles, and practice of the discipline. ○ Intentional Peer Support Framework. • 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. • Draw on the broader Lived Experience knowledge base to inform your practice. • 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.

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<p>Service Delivery</p>	<p>Work with people to return to a place of residence and a meaningful life supporting them through a staged approach to recovery:</p> <ul style="list-style-type: none"> • Connect with people accessing the service • Prioritise, explore and develop mutual relationship together • Building connection with people to understand their goals • Following curiosity to understand what is important for the person • Being with people in complex and challenging life situations and varying degrees of distress • Work through what it means to exit service and be in the world after big life experiences or periods of service use • Walking alongside someone as they develop a sense of what recovery means to them • Attend activities which the person identifies as important to them (GP's appointments, Centrelink appointments etc.) • The ability to sit with distress (your own and someone else's) • Being clear and transparent about your organisational requirements relating to acute crisis (calling triage, documentation and confidentiality, communicating with team in moments of acute crisis etc.) • Using the My Better Life tool as a platform for conversation about what a person may want from their time in the service and to talk about what recovery means to them • Walk alongside a person as they begin to unpack meeting their recovery goals (this can include daily living tasks, physical health, self-care, learning and sharing wellbeing tasks, unpacking addiction)) • Use your own understanding of mental health to walk alongside others as they undertake their own mental health journey (this can include conversations about what recovery means, can look like, how we understand what fits for us etc.) • Being able to speak to and build meaningful connections about the experiences of stigma and trauma • Connect to community, meaningful activity, education, employment, public transport if this is part of a person's recovery plan <p>Purposefully engage with clients using peer-based principles:</p> <ul style="list-style-type: none"> • Self-determination • Autonomy • Connection • Hope

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	<ul style="list-style-type: none"> • Empathy • Trauma informed • Family inclusive • Recovery focused <p>Undertake group work</p> <ul style="list-style-type: none"> • Plan and develop group work programs that provide space for people to explore recovery which can include skills, being in the community and navigating change • Deliver group work programs as the lead/co-facilitator based on peer values and principles. Including negotiating mutual space together, creating a mutual learning environment, sharing power through sharing the role of expert • Invite people to contribute to, develop and facilitate groups and events using the principles of co-production and lived experience practice. • Evaluate and review group work programs. <p>Provide support to families and carers</p> <ul style="list-style-type: none"> • Understand families, carers and support people's concerns, provide information, education and referrals as necessary • Support the person in their family and carer relationships if this is identified as part of their recovery process Work with families and carers at the time of transition back to community if this is in line with the self-identified persons recovery process • Team work <ul style="list-style-type: none"> - Actively participating in team, building relationships that support the growth of the team
<p>Professional development</p>	<ul style="list-style-type: none"> • Participate in line-management catchups. • Undertake relevant training and professional development, including regular peer specific co-reflection. • Complete relevant consumer designed Lived Experience training where required. • Participate in reflective practice and Community of Practice – Lived Experience • Continue to reflect on your personal lived experience and the broader Lived Expertise knowledge base and how you use this in your practice.
<p>Work with local service providers</p>	<ul style="list-style-type: none"> • 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.
<p>Accountability</p>	<ul style="list-style-type: none"> • Conduct yourself in accordance with the Mind Code of Conduct and Mind policies and procedures which may change from time to time.

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	<ul style="list-style-type: none"> 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. To apply a lived experience lens to all other duties which may arise
Workplace health, safety and wellbeing	<ul style="list-style-type: none"> Contribute actively to the maintenance of a safe workplace. Ensure all safety issues are reported and addressed as they arise. 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.
Lived experience & Expertise	<ul style="list-style-type: none"> 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. Support the development of a consistent narrative on the value of Lived Experience to the organisation across quality, values and business outcomes. Collective and distributed sharing of power and expertise.
Cultural safety	<ul style="list-style-type: none"> 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. 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.

Position Requirements	
Desired Qualifications	<ul style="list-style-type: none"> Completion of Intentional Peer Support Core and/ or Advanced Training, or Certificate IV in Mental Health Peer Work, is desirable but not required Tertiary qualifications (minimum Certificate IV) Community Services, Psychology, Social Work, Occupational Therapy or other health related field as designated by Mind.
Knowledge, skills and experience required	<ul style="list-style-type: none"> 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. <ul style="list-style-type: none"> (For further guidance on these definitions please refer to Mind’s Lived Experience Strategy 2021-2024) and responsibilities above. Ability to share learnings from your personal story in an appropriate and purposeful manner to support, empower, speak about the times

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	<p>of hopelessness and the importance of hope, and support the recovery of clients.</p> <ul style="list-style-type: none"> • Previous experience in using lived experience and Expertise in a dedicated Peer role strongly desirable • Experience, expertise and/or desire in working directly with people with mental health issues, and their families and carers. • Experience and/or commitment in providing empathic person-centred relational support, while recognising positionality, relative power and privilege. • 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. • 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. • 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. • Demonstrated understanding of Lived Experience approaches including peer work, co-design and workforce development. • Passion to drive and champion change initiatives and progress the Lived Experience agenda throughout the organisation, and capacity to do so with integrity. • Spearhead co-design and coproduction in all aspects of the service including program evaluation, planning, decision making and service design. • Completion of relevant discipline-specific training such as Intentional Peer Support Core training or has a specific plan or timeline for when this occurs.
<p>Other</p>	<ul style="list-style-type: none"> • Right to work in Australia. • Current NDIS Worker Screening Check Clearance. • Working with Children Check or equivalent (Blue Card - QLD). • Able to obtain and provide evidence of vaccinations against COVID-19.

