

Team Leader (Lived Expertise)

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

Our purpose: *Partnering with consumers and 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

Purpose	<p>The Team Leader – Lived Expertise provides leadership and support to a dedicated team in the Distress Brief Support pilot program (DBS) in Greater Shepparton.</p> <p>The Team Leader – Lived Expertise will ensure the delivery of high-quality recovery-oriented services to people accessing the program in line with Mind’s Model of Recovery Oriented Practice, the National Lived Experience (Peer) Workforce Development Guidelines, Mind’s Peer Work Framework, Intentional Peer Support principals and organisational values. The Team Leader’s lived/living experience will be central to their leadership practice in a day-to-day service delivery context.</p> <p>The Team Leader – Lived Expertise will 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 Intentional Peer Support principles, person-centred principles, recovery-oriented approaches, trauma-informed theories, and anti-racist/anti-oppressive frameworks.</p> <p>The Team Leader – Lived Expertise has delegated authority to make day-to-day decisions to ensure the operational requirements of the service are met. The role will have oversight of service requirements and liaise with a number of stakeholders both internally and within the community.</p> <p>The Team Leader – Lived Expertise will provide supervision to team members, using the principles and values of Intentional Peer Support, and provide de-briefing opportunities to people working in Community Engagement Points.</p>
Position reports to	Service Manager
Mind classification level	SCHADS Level 6
Stream	Victoria Operations
About the service	Distress Brief Support (DBS) is a community-based, early intervention program designed to provide immediate, compassionate support to people experiencing psychological distress. It responds to national and

To learn more about Mind visit mindaustralia.org.au



You can also watch our Great Minds series of videos by visiting www.youtube.com/mindaustralia

Mind Australia Limited ABN 22 005 063 589



	<p>state-level mental health reform priorities, including recommendations from the National Suicide Prevention Adviser, the Royal Commission into Victoria’s Mental Health System, and the Productivity Commission’s Mental Health Inquiry.</p> <p>The service is part of a national trial under the National Mental Health and Suicide Prevention Agreement, with a focus on co-design, lived experience leadership, and community engagement. In Greater Shepparton, DBS has been tailored to local needs and is delivered entirely by workers with lived experience.</p> <p>Support is offered through community engagement points and a short-term support team, which provides 2–3 weeks of assistance, connection, and referrals based on individual needs.</p>
--	---

Position description effective date	April 2025
--	------------

Responsibilities	
-------------------------	--

Lived Expertise	<ul style="list-style-type: none"> • Willingness to utilise your own lived experience of mental ill health, alcohol and other drugs challenges and recovery to inform your work and the work of the team. • Disclose your lived experience in an appropriate and purposeful manner to build relationships, empower, bring hope and support the recovery of service users and the work of the DBS team. • Draw on Mind’s Peer Work Framework, Lived Experience Strategy, Model of Peer Work, the National Lived Experience (Peer) Workforce Development Guidelines, IPS principles and broader lived experience knowledge bases to guide your work/practice. • Support a dedicated team of Mind peer workers and Primary Care Connect workers to understand and deliver the DBS service that is consistent with IPS principles, relational recovery-oriented practice, organisational values and from a peer/lived experience perspective. • Be grounded in the discipline of Lived Experience, drawing from personal Lived Experience, informed by a commitment to social change, human rights, dignity and choice, to shape the delivery of your 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. • Practice a collective and distributed sharing of power and expertise. • Demonstrate knowledge and abilities gained from both living experiences, collective impacts, and Lived Expertise and be able to
------------------------	---

To learn more about Mind visit mindaustralia.org.au



You can also watch our Great Minds series of videos by visiting www.youtube.com/mindaustralia

Mind Australia Limited ABN 22 005 063 589



	<p>support the development of these approaches across the reach of Mind’s work by utilising:</p> <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 and/or relational recovery stories, ○ understanding how essential hope is, collaborate to find hope together, 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, helpful and transformational, ○ understand and articulate how Lived Experience work is distinct and unique, including the values, principles, and practice of the discipline. <ul style="list-style-type: none"> ● Is comfortable balancing the values and principles of lived expertise work and service expectations whilst collaborating for system transformation.
<p>Provide direct support to the DBS Short-Term Support Team.</p>	<ul style="list-style-type: none"> ● Effectively lead and foster the development of a team to provide best-quality services in line with Lived Experience frameworks, guidelines and the DBS service model, ensuring required service targets are met. ● Facilitate regular team meetings and co-reflection sessions with the DBS team and foster a healthy, positive team culture that supports fidelity to the Lived Experience discipline and IPS practice. ● Provide line management and practice supervision in line with IPS principles and/or discipline specific supervision and support access to specialist IPS supervision and/or discipline specific supervision for members of the DBS team. ● Facilitate team orientation, onboarding, training as well as shared learning opportunities. ● 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. ● Support staff to think deeply, develop creative solutions and remain motivated in meeting people’s needs and preferences. ● Provide support in ways which strengthens the team and enables the continual provision of best-quality practice throughout service and organisational change.



	<ul style="list-style-type: none"> • Support team member participation in co-reflection and communities of practice, as well as to connect with their respective specialist reflective practice activities. • Manage referrals and allocation to ensure timely delivery of service to service users • Actively support the use and awareness of Mind policies, procedures, tools and systems through staff development and modelling. • Support staff through the use of relational practice in performance improvement and performance management processes as directed by the Line Manager. • Support staff management and understanding of risks, complaints, and incidents according to the policy, procedure and processes of the organisation and in a timely manner escalate to the Service Manager as required. • Other directives as determined by the Operations Group and Governance Committee, that align with Peer Principles.
<p>Provide support to families, carers and supporters</p>	<ul style="list-style-type: none"> • Provide opportunities to support family, carer and supporter practice.
<p>Work with local service providers, internal & external stakeholders</p>	<ul style="list-style-type: none"> • Deliver onboarding and support training to Community Engagement Points about the service and how to work with people in distress. • Provide opportunities to debrief with staff in Community Engagement points. • Work collaboratively with the PCC Community Engagement Officer, Community Engagement Points and external stakeholders to provide services to consumers in a culturally safe and appropriate manner. • Work collaboratively with the PCC community Engagement Officer to ensure community engagement points are supported to connect with people experiencing distress and make referrals into the DBS service. • Work collaboratively with the PCC Community Engagement Officer to develop and maintain relationships with local service providers. • Where possible, join local alliances and attend meetings, Communities of Practice and other relevant events. • When required, attend and participate in meetings regarding managing high quality service delivery, workforce capability, planning, service development and improvement and practice issues across the Service Stream. • Contribute to service design, share knowledge and skills across the Service Stream.
<p>Financial performance and administration</p>	<ul style="list-style-type: none"> • Operate within delegated authority and undertake a range of administrative tasks that support development activities.

To learn more about Mind visit mindaustralia.org.au



You can also watch our Great Minds series of videos by visiting www.youtube.com/mindaustralia

Mind Australia Limited ABN 22 005 063 589



	<ul style="list-style-type: none"> • Work in partnership with the Line Manager to plan and implement service and expenditure budgets to meet requirements. • Ensure the approved service budget and performance targets as designated by the organisation are adhered to, monitored and met. • Manage rosters, leave coverage and lead on recruitment with the Line Manager. • Facilitate effective handovers. • Ensure accuracy of service user file data. • Work in partnership with the Service/ General Manager to plan and implement program and expenditure budgets to meet requirements. • Ensure compliance with all financial and performance targets, related policies and procedures.
Professional development	<ul style="list-style-type: none"> • Participate in line-management catchups. • Undertake relevant training and professional development. • Complete relevant IPS and Lived Experience training where required. • Regularly participate in Mind's co-reflection sessions and encourage and model this for DBS team members. • Ongoing reflection on your lived/ living experience and the broader Lived Experience knowledge base and how you use this in your practice.
Accountability	<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. • 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.
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.
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 safe responsive workforce and service environment for staff, consumers, carers and volunteers from all cultures, genders, sexualities, bodies, abilities, spiritualities, ages and backgrounds.
Other duties	<ul style="list-style-type: none"> • Document all activities using Mind's ICT system and processes. • Actively participate, contributing to the team and wider organizational and sector-wide initiatives. • Take personal responsibility for the quality and safety of work undertaken.

To learn more about Mind visit mindaustralia.org.au



You can also watch our Great Minds series of videos by visiting www.youtube.com/mindaustralia

Mind Australia Limited ABN 22 005 063 589



	<ul style="list-style-type: none"> • Other duties as directed.
Position Requirements	
Desired Qualifications	<ul style="list-style-type: none"> • Completion of or willingness to undertake Intentional Peer Support Core and/ or Advanced Training. • Certificate IV in Mental Health Peer Work, is desirable but not required. • Experience within a leadership role in the mental health sector is desirable. • Specific qualifications such as Peer perspective supervision highly regarded. • Other relevant Lived Experience trainings including Alt2su, Consumers leading in governance, Consumer/Carer perspective supervision, ECPR, Open dialogue etc.
Knowledge, skills and experience required	<ul style="list-style-type: none"> • Experience leading teams, preferably in an outreach capacity. • Ability to lead and develop a team through training, supervision and reflective practice to achieve best quality service outcomes and maintain practice fidelity. • Previous experience in a Lived Experience role is desirable. • Experience in Community Services, Mental Health, Disability, Social Welfare, Housing, Healthcare or Government sectors is required. • Experience in working directly with people experiencing mental health challenges, alcohol and other drugs issues, complex needs and with their families, carers and supporters. • Has a lived/living experience of psychological distress and/or substance use challenges and understanding of, and ability and willingness to, contribute this Lived Expertise in working towards collective organisational impact. • Demonstrated understanding of available community services, networks and supports. • Excellent interpersonal and communication skills with the ability to consult, negotiate and influence peers, stakeholders and government agencies with diplomacy to achieve effective outcomes. • Skills and experience in advocacy, collaboration, facilitation, evaluation and problem solving. • High level organisational skills with demonstrated ability to prioritise, manage multiple complex tasks concurrently, work under pressure and meet deadlines. • Connection with broader lived experience peak bodies, groups and organisations is desirable. • Understanding of Lived Experience approaches including peer work, co-design and workforce development.

To learn more about Mind visit mindaustralia.org.au



You can also watch our Great Minds series of videos by visiting www.youtube.com/mindaustralia

Mind Australia Limited ABN 22 005 063 589



	<ul style="list-style-type: none"> • Passion to drive and champion change, initiatives and progress the Lived Experience agenda throughout the organisation, and capacity to do so with integrity. • Champion co-production and actively participate in co-design in all aspects of the service including program evaluation, planning, decision making and service design. • 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. • (For further guidance on these definitions please refer to Mind's Lived Experience Strategy 2021-2024) and responsibilities above.
<p>Other</p>	<ul style="list-style-type: none"> • Right to work in Australia. • Current valid Australian driver's license. • Current NDIS Worker Screening Check Clearance. • Working with Children Check or equivalent. • Able to obtain and provide evidence of vaccinations against COVID-19.

To learn more about Mind visit mindaustralia.org.au



You can also watch our Great Minds series of videos by visiting www.youtube.com/mindaustralia

Mind Australia Limited ABN 22 005 063 589

