

## Peer Practitioner

**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

<p><b>Purpose</b></p>	<p>The Peer Practitioner utilises their lived/living experience of mental ill health, recovery and/or alcohol and drug challenges to provide services to consumers, families and carers in line with Mind’s Model of Recovery Oriented Practice, My Better Life model, Mind’s Peer Work Framework and organisational values for people with mental health and alcohol and other drug challenges. The Peer Practitioner work is expected to be a champion of co-design and co-production in all aspects of the Local’s service. They will work with people to understand their needs and identify how they would like to move towards what is possible in their lives by focusing on relational care.</p> <p>Peer support is an important part of Mind’s approach to recovery, and central to the purpose of the Locals’ services. The Peer Practitioner works as part of a multidisciplinary team with lived experience of mental ill health, alcohol and other drug challenges and recovery being the unique specialist lens that they bring.</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>Victoria Operations</p>
<p><b>About the service</b></p>	<p>The Adult and Older Adult Mental Health and Wellbeing services, otherwise known as “Locals”, are a key recommendation from Victoria’s Royal Commission into the mental health service system. As such, the Locals are a key feature of the current system transformation.</p> <p>The Locals will act as a front door to the mental health service system and will provide a continuum of care and support including clinical interventions, wellbeing supports, and therapeutic support through an integrated mental health and alcohol and other drug framework approach.</p>

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	<p>Mind Australia is the lead agency in a consortium for the Melton Local which comprises of Western Health, IPC Health, and Thorne Harbour Health. Our shared vision is a Local that delivers integrated support that puts the person accessing the service at the very centre of their treatment, support and care coordination using a range of evidence informed approaches.</p> <p>The consortium is committed to embedding lived and living experience and expertise within all aspects of the service including program design and evaluation, leadership, service delivery and governance.</p>
<p><b>Position description effective date</b></p>	<p>November 2023</p>
<p><b>Responsibilities</b></p>	
<p><b>Peer work</b></p>	<ul style="list-style-type: none"> <li>• Willingness to utilise your own lived /living experience of mental ill health, alcohol and other drugs challenges and recovery to inform your work and the work of the team.</li> <li>• Disclose your lived experience in an appropriate and purposeful manner to support, empower, bring hope and support the recovery of consumers.</li> <li>• Draw on Mind’s 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 the team to understand and deliver services within the Local that are consistent with recovery oriented practice from a peer/lived experience perspective.</li> <li>• Undertake lived experience related projects and adopt peer work portfolios as required.</li> <li>• Spearhead co-design and coproduction in all aspects of the service including program evaluation, planning, decision making and service design.</li> </ul>
<p><b>Provide direct support to individual consumers</b></p>	<ul style="list-style-type: none"> <li>• Work with consumers accessing the Local to get the support, care and treatment that is important to them through a staged approach to recovery that maintains people’s human rights and dignity through:             <ul style="list-style-type: none"> <li>- Engagement with an attitude of “how can we help”.</li> <li>- Welcoming people when they access the Local and walking alongside them through the intake and assessment process</li> <li>- Strengths identification and individual recovery plan development.</li> <li>- Skill and capacity development.</li> <li>- Engagement and maintenance of natural supports.</li> </ul> </li> </ul>

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	<ul style="list-style-type: none"> <li>- Service exit and on-going self-management support.</li> <li>• Support consumers with actioning their recovery plan in a range of areas including:             <ul style="list-style-type: none"> <li>- Understanding and managing consumer’s own mental health and alcohol and other drugs challenges.</li> <li>- Developing daily living skills and capacity for self-care.</li> <li>- Addressing stigma and managing issues arising from trauma.</li> <li>- Managing physical health.</li> <li>- Support the understanding of drug and alcohol issues.</li> <li>- Support to maintain or create meaningful activity through participating in community life, intentional peer support, consumer perspective, family inclusive practice, and trauma informed relational care</li> </ul> </li> </ul>
<b>Undertake group work</b>	<ul style="list-style-type: none"> <li>• Lead the planning and development of group work programs that will assist consumers to build their skills, focus on their recovery and work towards transitioning back to their natural community.</li> <li>• Deliver group work programs as the lead/co-facilitator based on peer values and principles.</li> <li>• Engage and support consumers to co-produce and co-facilitate groups/events.</li> <li>• Evaluate and review group work programs.</li> </ul>
<b>Provide support to families and carers</b>	<ul style="list-style-type: none"> <li>• Support family and carer roles through understanding their concerns and the provision of information, education and referrals, especially to Mental Health and Wellbeing Connect centres.</li> <li>• Facilitate, as appropriate, the re-engagement and maintenance of family and carer relationships.</li> <li>• Work with families and carers at the time of transition back to community.</li> </ul>
<b>Work with local service providers</b>	<ul style="list-style-type: none"> <li>• Engage with consumers to fully understand their need for assistance from local service providers with clinical mental health, physical health, education and employment, eligible entitlements and benefits, housing, transport, recreation and social connections.</li> <li>• Make linkages and build relationships and referral pathways to maintain or create a range of local supports for consumers that facilitate them living the life of their choosing in their own community.</li> <li>• Collaborate with others in the consumer’s life including family, carers, mainstream support and other service providers chosen by the consumer to deliver elements of their plans.</li> </ul>
<b>Work with clinical partners</b>	<ul style="list-style-type: none"> <li>• Work within a multidisciplinary team:             <ul style="list-style-type: none"> <li>- Supporting recovery oriented practice.</li> </ul> </li> </ul>

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	<ul style="list-style-type: none"> <li>- Supporting clinical interventions.</li> <li>- Actively participating in team, case and handover meetings.</li> <li>- Enhancing collaboration between team members.</li> </ul>
<b>Professional development</b>	<ul style="list-style-type: none"> <li>• Undertake relevant training and professional development, including regular supervision, appropriate to the primary work of the service and Mind.</li> <li>• Complete relevant consumer designed lived experience training where required.</li> <li>• Participate in reflective practice and Peer Practitioner Community of Practice</li> <li>• Continue to reflect on your personal lived experience and the broader lived experience and expertise knowledge base and how you use this in your practice.</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> </ul>
<b>Lived experience</b>	<ul style="list-style-type: none"> <li>• Contribute to a workplace that values lived experience and the inclusion of consumers, carers and families in the work we do.</li> </ul>
<b>Cultural safety</b>	<ul style="list-style-type: none"> <li>• Contribute to a culturally safe workforce and service environment for staff, consumers, carers and volunteers from all cultures, genders, sexualities, bodies, abilities, spiritualities, ages and backgrounds.</li> </ul>
<b>Position Requirements</b>	
<b>Qualifications required</b>	<ul style="list-style-type: none"> <li>• Tertiary qualifications in Mental Health, Peer Work, Psychology, Social Work, Occupational Therapy, Community Services or other professional field as designated by Mind are preferred, and/or equivalent experience in a similar industry.</li> <li>• Completion of Intentional Peer Support Core and/or Advanced training will also be considered as an alternative to tertiary qualifications.</li> </ul>
<b>Knowledge, skills and experience required</b>	<ul style="list-style-type: none"> <li>• Previous experience in using lived experience 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-centered relational support.</li> </ul>

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	<ul style="list-style-type: none"> <li>• Experience or ability to acquire skills in understanding needs and working collaboratively to plan wellbeing supports using evidence informed approaches and tools.</li> <li>• Ability to welcome people when they access the Local and undertake intake and assessment functions in a manner that maintains people’s dignity and human rights</li> <li>• Demonstrated knowledge or ability to acquire knowledge in the application of theoretical approaches, practices and appropriate service responses including family inclusive practice, trauma informed theory, cognitive behavioral therapy, and motivational interviewing and harm reduction.</li> <li>• Demonstrated understanding of lived experience approaches including peer work, co-design and workforce development.</li> <li>• Ability to draw on Mind’s Peer Work Framework, Model of Peer Work and broader lived experience knowledge bases to guide your work.</li> <li>• Passion to drive and champion change, initiatives and progress the lived experience agenda throughout the organisation.</li> <li>• Spearhead co-design and coproduction in all aspects of the service including program evaluation, planning, decision making and service design.</li> </ul>
<p><b>Other</b></p>	<ul style="list-style-type: none"> <li>• Right to work in Australia.</li> <li>• 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>• Able to obtain and provide evidence of vaccinations against COVID-19.</li> </ul>

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