

Title	Lived Experience Carer Peer Support Worker
Business unit	Mental Health and Wellbeing Service
Location	25-27 Rintoul Street Morwell VIC 3840
Employment type	Full time maximum term to 30 June 2025
Reports to	Manager Child Youth & Families

About Uniting

Uniting Vic.Tas is the community services organisation of the Uniting Church. We have been supporting people and families for over 100 years. We work alongside people of all ages in local communities in Victoria and Tasmania. Our services reach to Albury-Wodonga in the north, Mallacoota in East Gippsland, the Wimmera region in the west, and across Tasmania.

We empower children, young people and families to learn and thrive. We are there for people experiencing homelessness, drug and alcohol addiction or mental illness. We support people with disability to live the life they choose. We assist older people to maintain their independence and enjoy life. We provide opportunities to access training and meaningful employment. We are proud to welcome and support asylum seekers to our community. We work to empower people with the information, skills and tools they need to live a healthy, happy life.

As an organisation, we work in solidarity with Aboriginal and Torres Strait Islander people as Australia's First Peoples and as the traditional owners and custodians of this land.

We celebrate diversity and value the lived experience of people of every ethnicity, faith, age, disability, culture, language, gender identity, sex and sexual orientation. We welcome lesbian, gay, bisexual, transgender, gender diverse and non-binary, intersex, and queer (LGBTIQ+) people at our services. We pledge to provide inclusive and non-discriminatory services.

Our purpose: To inspire people, enliven communities and confront injustice

Our values: We are imaginative, respectful, compassionate and bold

1. Position purpose

The Mental Health and Wellbeing Service (MH&WS) is an innovative solution to deliver on the compelling vision outlined through the recommendations of the Royal Commission into Victoria's Mental Health System (RCVMHS). Neami is the key provider of this service and the service will be delivered in partnership with Uniting and Drummond Street Services (Drummond St).

The Mental Health & Wellbeing Service will provide a 'no wrong door' approach and support members of the community to be connected to the right support. The service is designed to provide a holistic approach to care, addressing a range of social, physical, and emotional needs informed by the Collaborative Recovery Model (CRM). The Mental Health & Wellbeing Service will have a strong focus on lived experience and will support a high engagement, multi-disciplinary team model.

Lived Experience Carer Peer Support Workers are integral members of the team and draw on their lived experience of recovery from mental illness, mental health crisis or caring for someone living with a mental illness to instil confidence and hope in others about the journey of recovery while increasing client's ability to be leading the life they want to lead.

This role will work alongside a multi-disciplinary team inclusive of mental health clinicians, mental health registered nurses, medical staff and other support team staff. In delivering a Peer First and Peer Last approach the Peer Support Workers will support a high engagement model of care, by actively greeting and supporting consumers throughout their time with the Mental Health & Wellbeing Service.

Lived Experience Carer Peer Support Workers are an important element of the team approach and bring the wisdom of experience to many aspects of service delivery including intake interviews, service promotion, partnership work and case reviews. They work collaboratively with colleagues, clients, carers and other community partner organisations to deliver the best possible comprehensive service to clients.

The MH&WLS operates Monday to Saturday, and on Sundays by appointment.

Hours of work for this position will be in accordance with a 7 day per week operating roster which may include weekends and public holidays depending on service operational requirements.

Currently, the MH&WL Service operates Monday to Saturday, and public holidays as follows:

Monday – Friday: 9am – 8pm

Saturday: 12pm – 8pm

and on Sundays by appointment. These operating hours are subject to change based on service need.

2. Scope

Budget: nil

People: nil

3. Relationships

Internal

- Program Staff
- Uniting Employees
- Uniting Volunteers

External

- Mental Health and Wellbeing Service staff from Neami and Drummond Street Services
 - Clients, carers, family and other supports
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4. Key responsibility areas

Service delivery

This role will provide recovery-oriented, evidence-based peer support interventions to mental health clients by utilising their own lived experience of recovery in a mental health context.

- Engage with clients to develop trusting and professional relationships that support clients to reach their recovery goals
- Utilise the Collaborative Recovery framework, work collaboratively with clients, carers, family and other supports to identify their needs, set goals and develop a plan to meet those goals; participating in regular review of progress towards the identified goals
- Seek to learn about clients' interests, strengths, connections with family and friends, and work with the client in building their capacity to be part of their community, engaging with clients to

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establish a strong working relationship that elicits cooperation in the provision of care and planning

- Provide support and hope of recovery to clients by constructively applying lessons learnt through own lived experience, drawing upon experience, understanding and belief in strength based, recovery orientated models of service
- Provide opportunities to discuss problem solving strategies, reflecting on helpful and unhelpful behaviours; providing social validation support by giving clients feedback about their observed social interaction
- Encourage and support clients to access and remain engaged with their clinical mental health, psychosocial rehabilitation, physical health care and social support services whilst drawing on personal lived experience of recovery, provide direct practical support to clients so that the client gains/maintains independent living skills
- In consultation with the Team Leader and team members, plan and implement structured groups and activities for self-development which meet the objectives of the recovery framework
- Comply with all WH&S procedures to ensure safe work practices especially in the area of safety in outreach and group activities
- Provide emotional support by applying lessons learnt through your own lived experience

Collaboration and partnerships

- Work effectively and authentically as part of a team in assisting clients to engage with the practices associated with the Collaborative Recovery Model
- Develop and maintain effective relationships with the team and external stakeholders to ensure clients receive the highest quality, coordinated service
- In consultation with program management and leadership, develop and maintain effective community partnerships which contribute to group program planning and service delivery
- Develop and maintain effective partnerships with key stakeholders of the program to support a co-designed model and recovery focused service
- Ensure regular and effective communication with the Team Leader, mental health clinicians, peer workers and referral partners
- Use innovation and collaboration to generate referrals and build a case load as required by the program

Quality and risk

- Actively participate in regular supervision processes, participate in staff meetings, program planning, professional development sessions and staff training as required, and Individual Performance and Development Review
- Contribute to a workplace environment and culture that supports peers, develops teamwork and ensures the provision of quality services for clients. Participate in regularly evaluating the effectiveness of the service in consultation with clients.
- Collect, collate and maintain client notes within the Client Management System and other required systems in an accurate and timely manner
- Ensure records management obligations are met, including the proper retention of hardcopy and/or electronic records and ensuring files are accurate and up to date
- Commit to understanding consumer data requirements and the role of data, monitoring, evaluation and research activity in organisational culture, operations, and strategy
- Commit to support activities related to planning, collection, analysis, reporting and use of consumer data
- Complete all organisational accountability and reporting requirements in an accurate and timely manner
- Contribute to Continuous Improvement activities, accreditation processes and quality improvement processes
- Contribute to further development of best practice by informing policies and project submissions effectively, drawing upon personal experience of mental illness and recovery
- Ensure metrics are captured and monitored in order to provide accurate and timely reports

Personal accountability

- Compliance with Uniting's values, code of conduct, policies and procedures and relevant government legislation and standards where relevant

- Cooperate with strategies to actively ensure the safety, protection and well-being of children who come into association with us
- Ensure appropriate use of resources
- Work collaboratively with Uniting (Victoria Tasmania) employees and external stakeholders in accordance with Uniting's values and professional standards of behaviour
- Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace
- Identify opportunities to integrate and work collaboratively across teams
- Take reasonable care for your own health and safety, and health and safety of others (to the extent required)
- Promote a positive safety culture by contributing to health and safety consultation and communication
- Promptly respond to and report health and safety hazards, incidents and near misses to line management
- Attend mandatory training sessions (i.e. equal employment opportunity, health, and safety) and mandatory training specific to position
- Declare anything that you become aware of through the course of your engagement which may impede your suitability to work with children and/or young people
- Declare any potential or actual conflict of interest that you become aware of through the course of your engagement:
 - Based on a relationship with a current member of Uniting's workforce
 - Based on my ongoing work with another organisation

5. Performance indicators

- Delivery of psychosocial supports - collaborate as a member of the Mental Health and Wellbeing Services Team in the delivery of Psychosocial Community Supports using a variety of psychosocial supports to clients and/or carers, individually and in groups, to achieve the goals of the clients and the program
- Services are delivered in compliance with relevant accreditation, Program Guidelines and Uniting's standards and policies, and targets are met
- Stakeholder Management - there is regular and effective communication with the Team Leader, mental health clinicians, recovery workers and referral partners
- Strong networks are established, maintained and measured by stakeholder satisfaction and achievement of program targets
- Service provision – Sufficient metrics are captured and monitored in order to provide accurate and timely reports
- Reporting - uses lived experience to support and engage clients (and carers, where relevant) in building their capacity to be part of their community
- Support provided to Recovery Workers with their client caseload to provide effectively managed and timely services in keeping with agreed assessments and Individual Recovery Plans, enabling step-up-or-down care appropriate to client needs
- Collaboration with clinicians and Mental Health and Wellbeing team members is genuine and effective

6. Person specification

Qualifications

- Relevant Mental Health and/or Welfare qualification at Certificate IV level or above, or completion of such a qualification within 2 years of commencement of employment

Experience

- Lived experience of mental illness as a carer and demonstrated experience of supporting recovery
- Experience of the public or private mental health system
- Understanding of harm minimisation approaches to the treatment and management of persons with a Dual Diagnosis (substance misuse and mental health issues)

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- Demonstrated experience in working at a direct care level, including the ability to prioritise different needs within the group
- Working knowledge of the relevant and current legislation relating to the client group including the Mental Health Act and Privacy Act
- You must have a lived experience of your own mental illness/caring role, and a rich understanding of the processes of recovery and be willing to purposefully use your own story to help others further their own understanding of recovery

Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting's values
- Demonstrated ability to provide safe environments for children and young people and protect them from abuse and neglect.
- **Sharing of lived experience:** ability and willingness to provide insights from a lived perspective of issues facing clients, and to share own experiences of recovery with clients for the benefit of advancing their recovery
- **Cultural awareness:** ability to demonstrate sensitivity and respect for diversity and differences in clients
- **Open to change:** ability to maintain a positive approach to change and adapt to new or different ways of working
- **Self-awareness:** capacity to overcome obstacles and impediments, to learn from experience and identify areas for self-development
- **Teamwork:** ability to work effectively within a team environment
- **Communication:** ability to communicate effectively with other professionals, families and the community
- **Problem solving:** capacity to assist with resolution of client and colleagues' problem

7. We are a child safe organisation

Uniting is a child safe organisation and is committed in everyday practice to ensure the safety and wellbeing of all children, at all times. As a child safe organisation, employment with Uniting is subject to a satisfactory national (and international where relevant) police check and relevant Working With Children Check (and NDIS Worker Screening Check where relevant) to your State prior to commencement of any paid or unpaid work and/or participation in any service or undertaking.

This position description is subject to review and may change in accordance with Uniting's operational, service and consumer requirements.
