

Family and Carer Peer Support Worker

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

Our purpose: *Partnering with clients and carers to deliver mental health and wellbeing services that enhance quality of life.*

Our values: *Hope, Creativity and innovation, Client focus, Making a difference, Integrity.*

Position Information

Purpose	The Family and Carer Peer Support Worker will bring family/carer lived or living experience to provide authentic, peer-led support and assistance to family and carers at the new Grampians Mental Health and Wellbeing Connect service. The establishment of family and carer-led centres, now known as Mental Health and Wellbeing Connect, is a key part of the Victorian Mental Health Reforms.
Position reports to	Service Manager / Senior Family and Carer Peer Support Worker
Mind classification level	SCHADS level 4
Stream	Victorian Operations – Western Region
About the service	The Grampians Mental Health and Wellbeing Connect service will operate across the Grampians region through a partnership with Ballarat Community Health and Grampians Community Health. A centre will be established in Ballarat, along with satellite sites across the region. Families, carers and supporters seeking information, advice, referral and peer support will be able to access Centre-based services, receive outreach support and support through telephone and other virtual platforms. Staff will have a lived or living experience as a family member, carer or supporter of someone living with mental ill-health and/or substance use challenges and will deliver services utilising a relational recovery approach, trauma informed practice and peer support. One-on-one support and group-based support will be provided.
Position description effective date	August 2023

Responsibilities

Peer work	<ul style="list-style-type: none"> Willingness to utilise your own lived or living experience as a family member, carer or supporter of someone experiencing mental ill-health and/or substance use challenges to inform your work and the work of the team.
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Mind values the experience and contribution of people from all cultures, genders, sexualities, bodies, abilities, ages, spiritualities and backgrounds. We encourage applications from Aboriginal and Torres Strait Islander peoples, people with a lived experience of mental ill-health and recovery, people living with disability, those who identify as LGBTIQ and applicants from culturally and linguistically diverse backgrounds.



	<ul style="list-style-type: none"> • Disclose your lived or living experience in an appropriate and purposeful manner to support, empower, bring hope and support the recovery of family members, carer or supporter. • Draw on Mind's Peer Work Framework and Model of Peer Work to guide your work. • Draw on the broader family/carers lived experience knowledge base to inform your practice. • Actively participate in co-design and coproduction in all aspects of the service including program evaluation, planning, decision-making and service design.
Provide direct support to family/carers	<ul style="list-style-type: none"> • Engage with family members, carers or supporters to provide reassurance, information, practical and wellbeing supports, education (informed by relational recovery) and skills development. • Provide short-term psychosocial support underpinned by models of relational recovery, trauma informed care, systems theory, and attachment theory. • Deliver solution-focused, peer-led supports either on a one-on-one basis or via facilitation of peer-led groups. • Provide services through a range of modalities including centre based and outreach, virtual and direct, both individually and in groups • Formulate integrated care and support plans and provide child, carer or family interventions designed to enhance relationships, family wellbeing and satisfaction.
Work with local service providers	<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. • Engage with local mental health and alcohol and other drug services, and community-based organisations such as schools and neighbourhood houses, to identify family/carers and provide early support. • Where appropriate, provide advocacy support and advice to facilitate a better outcome for the person in their caring role.
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 organisational initiatives. • Take personal responsibility for the quality and safety of work undertaken. • Other duties as directed.
Professional development	<ul style="list-style-type: none"> • Undertake relevant training and professional development, including regular supervision, appropriate to the primary work of the service and Mind.



	<ul style="list-style-type: none"> • Complete Mind’s Peer Work Program or equivalent training is mandatory. • Participate in reflective practice. • Participate in Family and Carer Peer Worker Community of Practice on a regular basis. • Ongoing reflection on your family/carer lived or 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.
Lived experience	<ul style="list-style-type: none"> • Contribute to a workplace that values lived experience and the inclusion of consumers, carers and families in the work we do.
Cultural safety	<ul style="list-style-type: none"> • 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.



Position Requirements	
Qualifications required	<ul style="list-style-type: none"> • Tertiary qualifications in Mental Health, 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 • Completion of Intentional Peer Support Core and/or Advanced training will also be considered as an alternative to tertiary qualifications
Knowledge, skills and experience required	<ul style="list-style-type: none"> • Lived or living experience as a family member, carer or supporter of someone who is experiencing, or has experienced mental ill-health and/or substance use challenges. Along with the ability and willingness to contribute this in working towards organisational strategies on lived/living experience workforces. • Demonstrated understanding of lived experience approaches including peer work, co-design and workforce development. • Ability to draw on your own lived experience and the broader family member, carer or supporter lived experience knowledge base to inform your practice and the work of the team. • Understanding of local mental health and alcohol and other drug, NDIS and My Aged Care systems. • Understanding of local services supporting children and parents experiencing distress and adversity.
Other	<ul style="list-style-type: none"> • Right to work in Australia. • Current valid driver's licence. • 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.

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

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