

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>Position reports to</p>	<p>Team Leader</p>
<p>Mind classification level</p>	<p>SCHADS Level 3</p>
<p>Stream</p>	<p>Victoria Operations</p>
<p>About the service</p>	<p>The Early Intervention Psychological Support Response Service (EIPSRS) provides a person-centered approach to recovery which is tailored to meet the needs of those living with mental health challenges in the community. EIPSRS services is an individualised, tiered complexity program of recovery support of up to 12 months delivered to clients between the ages of 16 and 65 years with the level of engagement determined by their needs.</p>

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	<p>The EIPSRS services are a mix of individual, one-on-one outreach support in the community services along with group work or just one-on-one support or group work. The group programs are designed to assist clients through social, wellness and therapy groups with a focus on supporting people to achieve their better life goals and enhance recovery, build daily living skills, maintain sustainable housing, improve relationships with families and carers, develop social and community connections, learn and explore ideas for personal growth, build capacity and resilience, and live independently and safely in the community.</p>
Position description effective date	August 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.
Peer work	<ul style="list-style-type: none"> • Willingness to utilise your own lived experience of mental ill health and recovery and/or caring to inform your work and the work of the team.

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	<ul style="list-style-type: none"> • Disclose your lived experience in an appropriate and purposeful manner to support, empower, bring hope and support the recovery of clients. • Draw on Mind’s Peer Work Framework and Model of Peer Work to guide your work. • Draw on the broader lived experience knowledgebase to inform your practice. • Support the team to understand and deliver services that are consistent with recovery oriented practice from a peer/lived experience perspective. • Undertake lived experience related projects and adopt peer work portfolios as required. • Spearhead co-design and coproduction in all aspects of the service including program evaluation, planning, decision making and service design.
<p>Provide direct support to individual clients</p>	<ul style="list-style-type: none"> • Work with clients to enable them to develop independent living skills and a meaningful life by supporting them through a strength-focused, staged approach to recovery using agreed practice techniques and approaches. <ul style="list-style-type: none"> - Welcoming and engagement. - Strengths identification and individual recovery plan development. - Skill and capacity development. - Engagement and maintenance of natural supports. - Service exit and on-going self-management support. • Ensure all clients have an active recovery, treatment or case coordination plan consistent with the EIPSRs Operational guidelines. • Support clients with actioning their recovery plan in a range of areas including: <ul style="list-style-type: none"> - Understanding and managing client’s own mental health. - Developing daily living skills and capacity for self-care. - Crisis and incident management. - Addressing stigma and managing issues arising from trauma. - Managing physical health. - Support the management of drug and alcohol issues. - Support to maintain or create meaningful activity through participating in community life including education and employment and utilising public transport. • Purposefully engage with clients using techniques including: <ul style="list-style-type: none"> - Brief intervention. - Motivational interviewing and coaching. - Family inclusive practice. - Trauma informed practice. - Conflict resolution.

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	<ul style="list-style-type: none"> • Behaviour support for dual diagnosis.
Undertake group work	<ul style="list-style-type: none"> • Plan and develop group work programs that will assist clients to build their skills, focus on their recovery and work towards transitioning back to their natural community. • Deliver group work programs as the lead/co-facilitator based on peer values and principles. • Engage and support clients to co-produce and co-facilitate groups/events. • Evaluate and review group work programs.
Provide support to families and carers	<ul style="list-style-type: none"> • Support families, carers, support networks and significant others to assist clients through treatment using family inclusive interventions. • Involve families, carers and friends as identified by the client in work to support their recovery. • Support family and carer roles through understanding their concerns and the provision of information, education and referrals. • Facilitate, as appropriate, the re-engagement and maintenance of family and carer relationships. • Facilitate family and carer meetings where relevant and with the consent of the client.
Work with local service providers	<ul style="list-style-type: none"> • Engage with clients 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. • Make linkages and build relationships and referral pathways to maintain or create a range of local supports for clients that facilitate them living the life of their choosing in their own community. • Collaborate with others in the client's life including family, carers, mainstream support and other service providers chosen by the client to deliver elements of their plans. • Support the maintenance and development of community networks, service providers and formal connections.
Work with clinical partners	<ul style="list-style-type: none"> • Work within a multidisciplinary team: <ul style="list-style-type: none"> - Supporting recovery oriented practice. - Supporting clinical interventions. - Actively participating in team, case and handover meetings. • Enhancing collaboration between team members.
Tenancy management	<ul style="list-style-type: none"> • Support clients to source and retain safe, affordable and sustainable housing. • Support clients with upcoming house inspections to ensure a high standard of cleanliness. • Liaise with property management provider as required. • Supporting residents with all aspects of maintaining their tenancy including:

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	<ul style="list-style-type: none"> - Sign up, bond loan application, condition report and setting up rental payment. - Understanding their rights under the Residential Tenancies Act. • Support to create a positive and safe living environment.
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. • Contribute to service delivery improvements. • Other duties as directed.
Professional development	<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.
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, as required.
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. • Other duties as directed.
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.

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<p>Cultural safety</p>	<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.
<p style="text-align: center;">Position Requirements</p>	
<p>Desired Qualifications</p>	<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) in Mental Health, Peer Work, Psychology, Social Work, Occupational Therapy or other health related field as designated by Mind.
<p>Knowledge, skills and experience required</p>	<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 of hopelessness and the importance of hope, and support the recovery of clients. • 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.

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	<ul style="list-style-type: none"> • 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.

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