



## Position Description

<b>Position Title</b>	Family and Carer Peer Support Worker
<b>Directorate</b>	Community and Wellbeing Services
<b>Reports to</b>	Team Leader Family and Carer Peer Work
<b>Date of Job Description</b>	10/10/2024
<b>Conditions</b>	Conditions of employment are documented in the Mallee family Care Enterprise Agreement 2012
<b>Employment Status</b>	Part-Time Ongoing, Subject to Funding
<b>Salary</b>	This position is classified a Band 4 – Case Worker, with a salary range of \$71,525 - \$89,600, dependent on qualifications and experience, plus superannuation and the ability to salary package up to \$15,834 tax free, pro-rata
<b>Hours of Work</b>	This is a part time position. Work outside normal office hours may be required.

### Position Objectives

The Family and Carer Peer Support Worker will bring lived or living experience to provide authentic, peer-led support and assistance to family and carers at the new Loddon Mallee Family and Carer-led Centre. The Centre is a key part of the Victorian Mental Health Reforms.

The Loddon Mallee family and Carer-led Centre will operate across the Loddon Mallee region through a partnership with Mind and Mallee Family Care (MFC). MFC will establish a Centre in Mildura and Mind will source and establish a Centre in Bendigo. Several outpost sites will operate in existing service sites. 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 health challenges 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.

Key Responsibilities & Duties	Performance Expectations
Peer Work.	<p>Willingness to utilise your own lived or living experience as a family member, carer or supporter of someone experiencing mental health challenges or substance use challenges to inform your work and the work of the team. 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 the broader lived experience knowledgebase to inform your practice. Support the team to understand and deliver services that are consistent with family recovery oriented practice from a lived or living 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 Family/Carers.	<p>Engage with family members, carers or supporters to provide reassurance, information, practical and wellbeing supports, psychoeducation (informed by relational recovery) and skills development. Provide short-term psychosocial support underpinned by models of relational recovery, trauma informed care, system 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.</p>
Work with local Service Providers.	<p>Assist the person with system navigation and referrals or 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</p>

	<p>organisations such as schools and neighbourhood houses, to identify family/carers and provide early support.</p> <p>Where appropriate, provide advocacy support and advice to facilitate a better outcome for the person in their caring role.</p>
Professional Development.	<p>Undertake relevant training and professional development, including regular supervision, appropriate to the primary work of the service and MFC.</p> <p>Participate in reflective practice.</p> <p>Participate in Family and Carer Peer Worker Community of Practice on a regular basis.</p> <p>Continue to reflect on your personal lived experience and the broader lived experience knowledgebase and how you use this in your practice.</p>
Accountability.	<p>Conduct yourself in accordance with the MFC Code of Conduct and MFC policies and procedures which may change from time to time.</p> <p>Proactively support MFC's vision of supporting people facing mental health challenges to live well and be socially included, in accordance with MFC's values.</p>
Workplace Health, Safety and Wellbeing.	<p>Contribute actively to the maintenance of a safe workplace.</p> <p>Ensure all safety issues are reported and addressed as they arise.</p>
Lived Experience.	<p>Contribute to a workplace that values lived experience and the inclusion of consumers, carers and families in the work we do.</p>
To participate in supervision.	As per Mallee Family Care Supervision Policy.
To be compliant with MFC E Learning courses.	Completing compulsory allocated courses each quarter.
To undertake other duties as may reasonably be required.	Undertaking other duties required by your Line Manager.

**Qualifications and Experience:**

- Experience as a family member and/or carer of a person living with mental health challenges or alcohol and other drug use.
- Tertiary qualifications (minimum Certificate IV) in Mental Health or Peer Support Work, Psychology, Social Work, Occupational Therapy or other health related field as designated by MFC.
- Diploma level qualification in relevant field may be considered, and support will be provided by MFC to undertake further studies/professional development relevant to the role.
- Specific qualifications relating to family work highly regarded.
- A current drivers licence, a willingness to travel and preparedness to be accommodated overnight when required.

**Key Selection Criteria:**

Applicants are invited to submit their application addressing the following selection criteria:

- You will have lived or living experience as a family member, carer or supporter of someone who is experiencing, or has experienced mental health challenges, 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 disclose your lived experience in an appropriate and purposeful manner to support, empower, bring hope and support the recovery of clients
- Support the team to understand and deliver services that are consistent with recovery oriented practice from a family member, carer or supporter lived experience perspective
- Passion to drive and champion change, initiatives and progress the lived experience agenda throughout the organisation
- Understanding of local mental health and alcohol and other drug, NDIS and My Aged Care systems
- Understanding the impacts of parental distress on children/ young carers.
- Understanding of local services supporting children and parents experiencing distress and adversity.

## **Organisation Structure and Values**

Mallee Family Care is a Company Limited by guarantee with a community based Board of Management. It was established in 1979 and is a large and diverse community service organisation, providing a wide range of services to the communities of North West Victoria and South West New South Wales.

Day-to-day management for the agency is the responsibility of the Chief Executive Officer, Director Corporate Services, Executive General Manager Community and Wellbeing, Executive General Manager Education, Training and Research and Executive General Manager Child and Family Services.

This structure has been designed to ensure a clear focus on the delivery of services and to utilise the skills and experience of staff in the most efficient and effective manner.

## **Our Vision**

Empowering the vulnerable and disadvantaged in our communities.

By this we mean we want:

- Communities where vulnerable children will be protected.
- Communities where disadvantaged families and individuals will be supported.
- Communities that are committed to supporting those in need.

## **Our Mission**

To enrich lives and to increase opportunities (for those in need) through:

- Services;
- Education
- Research; and
- Advocacy

## **Our Approach**

Our approach to achieving this strategic intent will demonstrate that:

- We are focused on the resolution of issues and will be flexible and adaptive in our approach.
- We understand our communities, we are informed by practice and our focus is on outcomes that matter.
- We work in partnership with stakeholders.
- We consult broadly and engage with our communities.

**Other Information:**

At Mallee Family Care we are deeply committed to the people with whom we work. We therefore go to great lengths to ensure that the positions we make available are filled by the most appropriate applicants. To assist with this we undertake a number of selection processes beyond initial interviews.

Appointment to the position will be subject to the satisfactory completion of the following:

- Psychological Personality Assessment – California Personality Index (CPI)
- Medical Disclosure
- Six month probationary period
- Referee Checks (two nominated referees including your supervisor if you are currently working)
- Photocopy of Driver's Licence.
- Police Check
- Working with Children Check
- Safety Screening Statutory Declaration

**Benefits of working at Mallee Family Care**

- Discounted membership of your nominated gym/health club.
- Direct salary deduction
- Partially paid study leave and practical assistance available for approved courses after 6 months of employment
- Confidential, responsive counselling available for time when personal and work related issues may affect your ability to perform at work (Employee Assistance Program – EAP)
- Flexible working arrangement options (where appropriate)
- Up to date and ergonomic furniture
- A happy and family friendly work environment