

Position Description

Frankston Mental Health and Wellbeing Local

Position Title:	Carer Peer Worker
EBA / Award:	Social, Community, Home Care and Disability Services Industry Award
Classification:	Level 3 (Schedule B), paid above award
Reports to Operational:	Team Leader Building Community Capacity
Reports to Discipline:	Senior Peer Navigator
Primary Site:	Frankston Mental Health and Wellbeing Local
Last updated:	February 2025

Be part of a major boost to mental health and wellbeing in Victoria!

The Frankston Mental Health and Wellbeing Local

The Mental Health Locals are a big and important step towards ensuring all Victorians – no matter their experience – get valuable and supportive mental health care in their community.

In Frankston, Wellways, Mentis Assist and Peninsula Health are working together to provide innovative, mental health and wellbeing supports to ensure everyone can access treatment and care closer to home.

The new Frankston Mental Health Local will provide welcoming and inclusive support for people aged 26 years and over who are experiencing mental health challenges, including people with co-occurring alcohol and drug addiction treatment and care needs.

More than ever before, we are working with the local community and people who have a personal experience of mental health issues and recovery to build these services so they are the best they can be. Our services will be co-produced by consumers, carers and the local community.



Kindness and compassion

We will commit to a compassionate approach and understanding and foster a culture that strives to understand people within people exist in and have complex intersectional circumstances that can lead to psychological distress.

Respectful collaboration

We are respectful and recognise the power in our different experiences and organisations world views. We will commit to find common lexicon and definitions to reduce confusion.

Equality and equity

We will strive for equality and equity, in our approach to partnership and to the community we serve and aim to break down the barriers caused by power and privilege recognising we come together toward a common goal.

Honesty and courage

We will have robust feedback mechanisms in our model of care and governance structure to actively engage with community and participants to ensure we are meeting their needs.

Excellence and accountability

Our work will be evidence-based and we commit to continuous quality improvement processes to ensure the people using our service have excellent outcomes.

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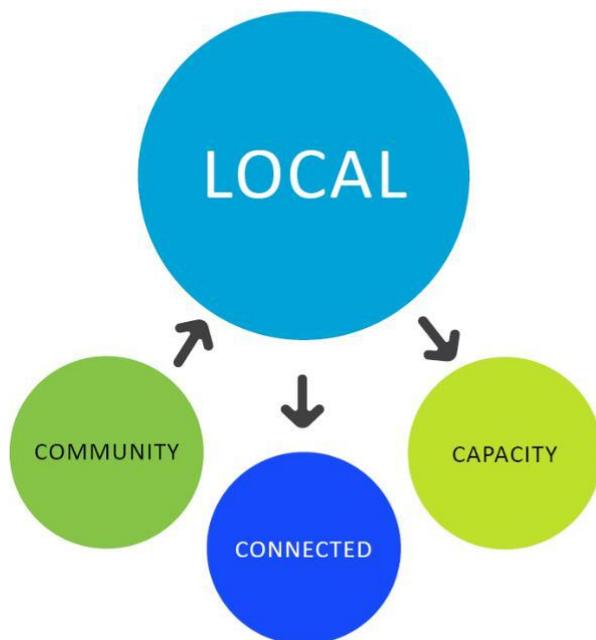
Commitment to Reconciliation

The Frankston Mental Health Local knows that Aboriginal and Torres Strait Islander people have not always been well-served by mental health and disability organisations, and that their social and emotional wellbeing has been impacted by generations of trauma, injustice and deprivation. As partner organisations we recognise our responsibility in addressing these issues of injustice, inequality and stigma as part of ensuring our services are both welcoming and helpful for people and their families. As part of our commitment to reconciliation we are working to create culturally aware and safe services for First Nations Community Members.

Working together - how we will deliver services

The Frankston Adult and Older Adult Local Mental Health and Wellbeing Service is community led and integrated through partnership that shares power creating a responsive flexible and helpful service.

The Frankston Local will operate seven days a week, with extended operating hours to support a flexible and responsive service. The Local Service model will provide an integrated treatment, care and wellbeing support response for consumers experiencing a mental health challenge and co-occurring substance use or addiction and their family members or carers. This approach will improve capacity of individuals to engage in our community and respond to any future psychological distress.



Community

The locals will be community-led, coproduction will be the means in which we ensure a diverse range of perspectives are included in design, delivery and governance of the local ensuring it reflects, responds and is accountable to the local community it supports.

Connected

An integrated service system connected through governance (partnership, operational and clinical) systems and workforce ensures people can access the right support at the right time.

Creating capacity for citizenship

Our model of care and governance structure, has been designed to create capacity; in community, our workforce, individuals and their natural supports to recognise and respond to psychological distress and to address the barriers that impact people from participating in community and leading meaningful lives.

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Team

The Building Community Capacity Team which includes a Community Engagement Worker, Wellbeing Network Coordinator, LinC Workers & Carer Peer Workers will engage with community, including hard-to-reach cohorts, to ensure equitable access for all people in the community to Local services.

It will engage with community leaders and a broad range of health, social and community services to co-design community capacity-building initiatives and to identify and respond to psychological distress and to promote ways of maintaining social and emotional wellbeing.

Role Purpose

The Carer Peer Worker, will utilise their personal lived or living experience of supporting a person with a mental illness, including people with co-occurring substance use or addiction, to support family members, carers and supporters of the Local Mental Health and wellbeing service.

Main responsibilities of the role include:

- Providing 1:1 Peer support to carers
- Organising Network Meetings
- Providing Group intervention training and delivering the Wellways Discovery course to carers

How you will make a difference

A key recommendation from the Victorian Royal Commission into Mental Health is that services are co-designed and delivered by people with personal lived experience and carers, as research shows that this leads to improved consumer outcomes and experiences. You will play a vital role in ensuring that consumers, carers and their families receive valuable and supportive care.

Now is your chance to shape the future of mental health and wellbeing in Victoria to ensure that everyone is supported and included.

Key areas of accountability

Area	Deliverable
Intake, Assessment & Planning	<ul style="list-style-type: none">• Provide Carers with information on internal and external programs/services ensuring referral pathways for Carers and their families• Utilising the Carer Support Framework undertake intake, planning and assessment.• Work with Carers to develop an agreed action plan that reflects their aspirations, responds to their current support and contributes to their overall health and wellbeing• Ensure action plans focus on providing service solutions that maintain and strengthen Carers health and wellbeing and their ability to sustain in their caring role• Ensure referrals and service confirmation is provided to service delivery teams with accurate and complete information that allow for the timely commencement of service(s)

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	<ul style="list-style-type: none"> • Collaborate with clinical partners to provide peer informed support using the Carer Support Framework. • Co develop a practical support plan with carers, including referrals and connections. Escalate complex needs to the Team Leader and support warm referral to clinical partners where require. • Identify and respond to wellbeing and safety concerns in line with the Local escalation pathway, escalating promptly to the Team Leader and clinical partners where clinical risk assessment is required. Document actions and provide follow up support within peer role scope. • Support Intake front desk duties, welcoming participants, walk-ins and other duties as required • Undertake any additional tasks as requested that reasonably fall within the scope of the position and classification.
<p>Facilitation/Presentation of Programs</p>	<ul style="list-style-type: none"> • Deliver formal structured peer support forums and in-person peer support programs tailored to targeted Carer groups, • Connect Carers with people (other Carers) in similar circumstances • Facilitate Carer learning from their peers through the sharing of lived experiences, in accordance with training and IPS Service Design and Guidelines • Provide an environment of stress relief for Carers • If necessary, encourage and support Carers to seek follow up support with other appropriate services • Engage positively with key external and internal stakeholders • Evaluate the effectiveness of In-Person Peer support sessions through the use of the Consumer Surveys
<p>Quality Drive and support the overall effectiveness of the Locals Services ensuring that services reflect the Locals values, best evidence-based practice, demonstrate innovation, are evaluated and are accountable to funding bodies</p>	<ul style="list-style-type: none"> • Ensure the service approach incorporates the following service principles: Carer Focussed, Practical and Flexible, Inclusive • Ensure all assessments and documentation is provided to relevant service delivery teams in a timely manner • Ensure appropriate documentation is maintained in the Locals client management system as required to meet statutory requirements including statistical data for reporting purposes. • Maintain strict client confidentiality while reinforcing the client's rights and responsibilities • Adhere to protocols and agreements between Wellways, consortium partners and relevant service providers • Ensure familiarity with the expected standards performance in the role and actively contribute to own personal development. • Maintain a good working knowledge of and adherence to standards and legislation relevant to the role (such as Child Safe Standards, Aged Care Act etc) and actively promote compliance to any such standards and legislation. • Complete all mandatory training by the due date.

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<p>Stakeholder engagement and advocacy Ensuring active intervention in health promotion and Advocacy</p>	<ul style="list-style-type: none"> • Establish and maintain relationships with local service providers and community organisations • Where Carer needs are best met through other agencies, advocate with those agencies to access assistance for Carers • Represent the Local in a variety of settings, including national and international forums within the scope of the role • Contribute the carer lived and living experience perspective to improve pathways and service connections. • Attend sector forums when approved and within role scope • Support lived experience leadership and advocacy
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Key Requirements

Area	Description
Qualification	<ul style="list-style-type: none"> • Personal experience of supporting a person with a mental illness, or psychological distress and recovery • Certificate IV/Diploma in Mental Health, AOD or tertiary qualification in social science or 1+ year relevant work experience in mental health sector or intentional Peer Support Training
Technical Knowledge and Experience	<p>Required:</p> <ul style="list-style-type: none"> • Demonstrated knowledge of caring roles and the impact on Carers health and wellbeing to determine support requirements • Experience in providing responsive individualised support to individuals, which may include families, young people and children with caring roles • Demonstrated skill in establishing empowering and supportive partnerships with individuals and families • A commitment to family centred practice and maximising the opportunities and support for people within their local communities • An understanding and demonstrated commitment to social inclusion and diversity <p>Desirable:</p> <ul style="list-style-type: none"> • Strong focus on excellent customer service • Thorough understanding of the caring role and evidence based, best practice Carer supports that enable Carers to sustain their caring role and enhance their own wellbeing and identity • Experience in data entry and record keeping
Information technology	<ul style="list-style-type: none"> • Prior experience or willingness to learn and work with Microsoft office, CRM Systems and other applications as required.
Compliance	<ul style="list-style-type: none"> • National Police Check

- Current Working with Children Check-employment
- Evidence of right to work in Australia



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	<ul style="list-style-type: none"> • 100 points of identification • NDIS Orientation Module • NDIS Workers Screening check
Other	<p>Desirable</p> <ul style="list-style-type: none"> • Aboriginal, Torres Strait Islander, People living with a disability and Culturally and Linguistically Diverse people are encouraged to apply

Required Values & Behaviours

	Description
Customer Focus	<ul style="list-style-type: none"> • Ensure an excellent standard of service is offered by partnering with consumers and/or carers and the community at all levels of health care provision, planning and evaluation. • Demonstrate a commitment to the consumer 'Charter of Healthcare Rights.' • Maintain a professional and friendly approach in all interpersonal communication with consumers and colleagues. • Recognise and respond to the needs and requirements of each individual consumer and/or carer.
Collaboration	<ul style="list-style-type: none"> • Build and maintain positive relationships with consumers, carers, and community members • Build relationships across the partner organisations involved in the service to support team cohesion • Build cooperation and overcome barriers to information sharing and communication across the team • Share lessons learned across the team • Create opportunities for others to be heard, listen attentively and encourage them to express their views • Seek contributions and ideas from people with diverse backgrounds and experience
Commitment to reconciliation	<ul style="list-style-type: none"> • Demonstrates commitment to reconciliation • Work towards create culturally aware and safe services for • First Nations Community Members
Quality and Safety	<ul style="list-style-type: none"> • Ensure consumer safety and quality of care is the highest priority. • Ensure any risks are identified and reported promptly and that prevention strategies are implemented to ensure the safety of all consumers. • Ensure and take all reasonable care for your personal safety and the safety of, consumers and colleagues. • Actively participate in workplace health and safety initiatives and consult with colleagues and management in relation to issues that impact on the safety of the workplace. • Comply with all Policies and Procedures

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	<ul style="list-style-type: none">• Maintain confidentiality as per Frankston Mental Health Local policies and procedures and in accordance with relevant privacy and health records legislation.• Actively involve consumers and/or carers in quality and safety improvement activities.• Maintain up-to-date immunisation status related to own health care worker category.• Ensure that the principles of general and consumer manual handling are adhered to.
People & Culture	<ul style="list-style-type: none">• Create and develop a positive working relationship with team and colleagues.• Act in accordance with the 'Code of Conduct' and 'Workplace Behaviour' Policies.• Actively participate in relevant professional development.