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## POSITION DESCRIPTION

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### FAMILY PEER WORKER – PRIMARY CARE SERVICES

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<b>Location:</b>	headspace Craigieburn/ Glenroy/ Melton/ Sunshine/ Werribee/ Parkville Hub
<b>Division:</b>	Primary Care Services
<b>Classification / Salary range</b>	Social, Community, Home Care and Disability Services Industry Award 2010, Social and Community Services employee, Level 2
<b>Employment Type:</b>	Casual
<b>Position reports to:</b>	Family Peer Work Development Lead – Primary Care Services

## 1. POSITION SUMMARY

Orygen has recently received funding from the Western Melbourne Primary Health Network to deliver low intensity services to family members, carers, significant others and friends (referred to as families and Friends – FAF) of young people aged 12 – 25 years who are accessing support at headspace Centres in Glenroy, Craigieburn, Werribee, Sunshine and Melton and the Orygen Parkville Hub.

Working under general guidance and reporting to the Family Peer Work Development Lead - Primary Services, the Family Peer Worker will offer empathetic listening, provide support and information, befriending and peer support drawing on their own experience of supporting their own children, young adult family members and significant others. The Family Peer Worker will be required to be self-motivated and directed, and will demonstrate a sound ability to engage with a range of people.

This role will also work closely with and be supported by the Clinical Services Managers and the Manager, Parkville Hub, and will be supported by regular staff meetings and supervision. In addition to the formal structures of support and supervision, the Family Peer Worker should seek support and consultation from team members and senior staff as required.

## 2. POSITION CONTEXT

Orygen is the world's leading research and knowledge translation organisation(s) focusing on mental ill health in young people. The organisations have a translational research capacity spanning discovery, novel treatments, clinical health services, health economics and practice improvement research. The capacity is further enhanced by the organisation's national role in supporting the professional development of the youth mental health workforce and providing policy advice to governments relating to young people's mental health.

Orygen's work has created a new approach to the prevention and treatment of mental disorders, including models of care for young people with emerging disorders. This work has translated into a worldwide shift in services and treatments to include a primary focus on getting well and staying well and health care models that include partnership with young people and families.

Orygen currently operates clinical programs, National programs, as well as providing policy and strategic support to government, research and translation programs, and corporate services. This new role will work alongside all key areas of Orygen and Orygen Youth Health to identify, develop and implement new models of care, drive innovation and advocate for new business at a local, national and international level.

### 3. ABOUT ORYGEN

VISION: Young people to enjoy optimal mental health as they grow into adulthood.

MISSION: Reduce the impact of mental ill-health on young people, their families and society.

Orygen is the world's leading research and knowledge translation organisation focusing on mental ill-health in young people. Working side-by-side with young people, our partners and one another, we're redefining what's possible in global research, policy, education and clinical care. Find out more on our [website](#).

headspace is the National Youth Mental Health Foundation providing early intervention mental health services to 12-25 year olds, along with assistance in promoting young peoples' wellbeing. This covers four core areas: mental health, physical health, work and study support and alcohol and other drug services. Find out more on the headspace [website](#).

### 4. KEY RESPONSIBILITIES/OUTCOMES

The Family Peer Workers (FPW) – Primary Care Services will:

- Offer informal drop-in, appointment-based services for FAF of young people who attend headspace and the Parkville Hub.
- Offer empathic listening and provide support and information to FAF of young people attending headspace. This may be face-to-face, by telephone or using video conferencing platforms.
- Provide information to parents and family members about headspace, the Parkville Hub and other accessible resources and services relating to young people, parents and families.
- Work collaboratively with other staff and FPS workers (e.g. from other centres) to develop a range of family inclusive activities such as family morning teas, information sessions, wellbeing workshops, community awareness presentations and other relevant events.
- Provide information and assist with linking parents and family members into other family support, mental health, AOD and other relevant services in their area.
- Support Cultural and Linguistically Diverse (CALD) parents and family members, including being sensitive to cultural norms and engaging interpreter services where appropriate.
- Promote family participation in service planning, participation and evaluation.
- Liaise with internal and external stakeholders.
- Perform other service development activities and responsibilities as directed by the Family Peer Development Lead.

### 5. SELECTION CRITERIA

The following criteria must be met for consideration for this position:

#### Essential

- A personal experience of supporting a child, young adult family member who was experiencing challenges with their mental health, physical health, alcohol and other drugs and/or work and study
- High level interpersonal skills, including the ability to liaise effectively with a diverse range of people, families and stakeholders
- Capacity to problem solve effectively, engage and work creatively with families and carers.
- Capacity and willingness to conduct groups with family members and carers.
- Ability to work effectively in a team.
- A commitment to improving the way services are delivered for young people and their carers/family.
- Ability to work collaboratively with a wide range of people.

#### Highly Desirable

- Experience in the planning and provision of community engagement and capacity building activities.
- Experience with or knowledge of group leadership and/or facilitation.

- Current enrolment or completion of a relevant tertiary course.
- Experience of accessing a headspace Centre or similar organisation as a family member, carer or significant other.

## 6. PROFESSIONAL AND ORGANISATIONAL KNOWLEDGE

The Family Peer Worker will be expected to have:

- Knowledge and support of the headspace framework of early intervention, de-stigmatisation, diversity, inclusion, and non-discrimination
- Knowledge of the common mental health, substance use and social problems faced by young people.
- A commitment to learning about the different types of organisations involved in mental health and drug and alcohol service delivery to young people.
- A commitment to learning about issues of ethics and confidentiality and willingness to comply with privacy legislation in relation to the health care of young people within an early intervention framework..
- Excellent computer skills with a demonstrated ability in word processing, presentation programs and databases as required.

## 7. SPECIAL REQUIREMENTS

- A current Victorian driver's licence.
- Occupational Health and Safety (OH&S) and Environmental Health and Safety (EH&S) responsibilities as outlined in Orygen's Occupational Health and Safety policy.
- All Orygen employees are required to familiarise themselves with the organisation's policies and procedures and to adhere to them at all times.
- Unrestricted right to live and work in Australia.
- Current Working with Children Check will be required.
- A current National Police Check will be required.
- Any offer of employment is conditional upon receipt and maintenance of a satisfactory Working with Children Check.
- You will be required to work across more than one of Orygen's sites, which are currently located within the north and west of Melbourne.
- This role will initially commence work remotely from home. The successful incumbent must have confidential home office space and reliable internet connection. (In response and subject to COVID-19 pandemic responsive change to working space).