

Position description

Title of the role:	Family Peer Cadet
Classification:	SCHADS Level 2
Schedule:	Schedule B
Program Area:	Mental Health & Wellbeing Connect Gippsland
Location:	Gippsland/Southwest Victoria
Reports to:	Senior Family Peer Worker
Last Revised:	May 2024

About Wellways

Wellways Australia is a leading not-for-profit organisation dedicated to ensuring all Australians lead active and fulfilling lives in their community. We work with individuals, families and the community to help them imagine and achieve better lives. We advocate for change to make sure people can access the best possible care and information when they need it. We provide a wide range of services and assistance for people of all ages with mental health issues, disabilities, and those requiring community care.

Wellways is an equal opportunity employer that offers generous salary packaging and opportunities to undertake professional training and development. People with lived experience, Aboriginal and Torres Strait Islander people, and people from culturally and linguistically diverse backgrounds bring highly valued skills to our workforce.

Our Values

Honesty:

- We are open and sincere in all interactions
- We show compassion and consideration to all our stakeholders
- We take responsibility for our actions

Acceptance

- We champion and respect all voices and choices
- We accept people no matter how complex their needs
- We see the person, the family and the community

Fairness:

- We believe everyone has the right to equal opportunities
- We challenge social injustice and advocate for change
- We collaborate to solve problems

Commitment:

- We are committed to our work and we won't give up
- We have the courage to make decisions and are accountable for our actions
- We dare to go down new roads and challenge accepted wisdom

Participation:

We promote participation and transform lives and communities

We value the expertise and contribution of everyone we work with

We build knowledge and lead conversations

Our approach to service delivery

Our recovery services are guided by our values and informed by our Well Together Model. This approach means we work at 3 levels, with the individual, with their families and friends and with the community. Well Together recognises that developing skills, building confidence and strengthening relationships will help people to recover and to live independently. The model provides an evidence-based approach to create individually tailored, effective recovery support packages. Wellways assists individuals to develop the capacity to manage their own wellbeing, equip family and friends with information and skills, and engage community members in support networks.



Advocacy Services

We have a strong advocacy program, informed by the lived experience of people with mental health issues or disability, their families and friends. Members of Wellways play a vital role in developing our advocacy platform. We advocate for systemic change that will create better conditions and improved opportunities across the range of services and supports we offer, including people and their families living with mental health and / or disabilities, and carers.

All our recovery services and advocacy programs:

- Support and create opportunities for recovery
- Value cultural diversity
- Value peer participation and leadership (participant and carer)
- Are underpinned by evidence-based best practice

Position Summary

A key recommendation from the Victorian Royal Commission into Mental Health is that services are 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.

Under general direction of the Senior Family Peer Worker, the Family Peer Cadet 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 Mental Health & Wellbeing Connect services.

Main responsibilities of the role include:

- Providing 1:1 Peer support to carers
- Supporting networking and community engagement activities
- Supporting a range of group work activities including Wellways Discovery course

All responsibilities will be undertaken with the close direction and supervision of the Senior Family Peer Worker and/or the Program Coordinator.

Refer to **Attachment 1** for a reference to the overall Wellways organisation structure.

Responsibilities

Key Functions	Key Performance Indicators
Intake, Assessment & Planning	<ul style="list-style-type: none"> • Provide Carers with information on internal and external programs/services to facilitate appropriate referral pathways for Carers and their families; • Develop knowledge of the Carer Support Framework and support carers that present for centre activities; • Support Carers on agreed actions; • Providing support to carers in a manner that maintains and strengthens Carers health and wellbeing and their ability to sustain their caring role; • Support carer pathways within the service and to external agencies when required.
Facilitation of Programs	<ul style="list-style-type: none"> • Support delivery of 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 Intentional Peer Support Service Design and Guidelines; • Facilitate a positive experience for Carers during their involvement with the service; • If required, encourage and support Carers to seek follow up support with other appropriate services.

<p>Administration Ensure all documentation is completed in a timely and accurate manner, contribute to a safe workplace and continuous improvement</p>	<ul style="list-style-type: none"> • Ensure all documentation is provided to relevant service delivery teams in a timely manner; • Ensure appropriate documentation is maintained in Carelink as required to meet statutory requirements including statistical data for reporting purposes; • 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; • Maintain safe work practices and a safe and healthy environment in accordance with the occupational health and safety policies and legislation; • Ensure that the principles of general and consumer manual handling are adhered to.
<p>Team Effectiveness Contribute to a high performing team that is supportive, collaborative and effective</p>	<ul style="list-style-type: none"> • Contribute to team effectiveness by engaging with colleagues with an ethos of collaboration, co-operation and mutual support; • Reflect on the performance feedback and development as a learner to meet the required support standards; • Actively participation in team meetings, mentoring and community of practice and supervision as required; • Considering on the job learning and feedback received from Supervisors to ensure practical applications in providing support.
<p>Organisational Alignment Contribute to the effective operation of the Family and Carer Led Centre (FCLC) Services whilst ensuring that services reflect FCLC 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 Focused, Practical and Flexible, Inclusive; • The program reflect the core values of Wellways; • Maintain strict client confidentiality while reinforcing the client's rights and responsibilities and privacy; • Adhere to protocols and agreements between Wellways, Consortium partners and relevant service providers; • Work with the team to ensure that quality systems and standards are incorporated to support continuous improvement; • Support the evaluation of the effectiveness of In-Person Peer support sessions; • Support lived experience leadership and advocacy.
<p>Stakeholder engagement and advocacy Ensuring active intervention in health promotion and Advocacy</p>	<ul style="list-style-type: none"> • Maintain relationships with local service providers and community organisations; • Where Carer needs are best met through other agencies, under the supervision of the Senior Peer worker, advocate with those agencies to access assistance for Carers; • Represent Family and Carer Led Centre in a variety of settings, within the scope of the role.

Essential Requirements, Knowledge, Experience and Skills

Qualifications & Essential Requirements	<ul style="list-style-type: none"> • Provide evidence of enrollment and undertaking of the Certificate IV in Mental Health – Peer work, or AOD • Ongoing commitment to complete the Certificate IV in Mental Health – Peer Work • Working with Children Check • Completion of a Police Check upon successful appointment • Australian Working Rights • NDIS (National Disability Insurance Scheme) Worker Orientation Module certificate
Technical Knowledge and Experience	<p>Required:</p> <ul style="list-style-type: none"> • Demonstrated knowledge and experience of individual caring role and the impact on Carers health and wellbeing • Experience in providing responsive individualised support to individuals, which may include families, young people and children with caring roles • A commitment to family centered 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"> • Demonstrated skill in establishing empowering and supportive partnerships with individuals and families • Aboriginal, Torres Strait Islander, People living with a disability and Culturally and Linguistically Diverse people • Strong focus on excellent customer service • Experience in data entry and record keeping

Skills

Communication	<ul style="list-style-type: none"> • Effective communication skills, verbal and written.
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.
Customer Focus	<ul style="list-style-type: none"> • 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. • 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.

Additional Information

This position description may be modified from time to time to reflect organisational changes. Any changes will be discussed and agreed with the incumbent.

Financial Delegation: As per delegation schedule

People – Number of Directs: 0

Travel Percentage: As required

On Call: n/a

Attachment 1

