



Position description

Title of the role:	Peer Facilitator
Classification:	SCHADS Award Level 3
Schedule:	Schedule B
Program area:	Carer Gateway
Reports to:	Carer Coaching and In-person Peer Support Coordinator
Last revised:	January 2025

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 interaction
- We show care 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

The Carer Gateway In-person Peer Support (IPPS) program provides Carers with an opportunity to share experiences and learn from each other in a peer group setting. The program draws on three approaches: peer support principals, the CHIME framework for personal recovery (Connectedness, Hope, Identity, Meaning and Empowerment) and elements of reflective practice. These three frameworks have been used to develop a service approach that provides a structured session plan with flexibility for group participants to determine important and relevant topics, engage in mutual conversations and move towards individual goal planning, with the development of communication skills and building sustainable relationships.

Peer Facilitators will intentionally draw on their own lived experience to support the learning of others. This includes effectively communicating the challenges and experiences that contributed to their caring journey. Facilitators will have the ability to demonstrate an awareness of their own experiences, to articulate and share personal strategies for self-care, safety and wellbeing, including a personal insight into the impact of stigma and the subsequent effect this has for individuals, families and the broader community. Peer Educators must have completed the required training prior to delivery of any program.

Reporting to the Carer Coaching and In-person Peer Support Co-ordinator.

The Peer Facilitator will be responsible for:

- Facilitating the program in accordance with training and the In-person Peer Support Guidelines
- Facilitating group sessions to achieve the programs required KPI's
- Implementing and facilitating specific and targeted programs to
 - Young Carers (up to 25 years old) and/or Carers (+25 years old)
- Creating an environment in which Carers will find welcoming, real and inclusive
- Ensuring relationships with Carers are built on Wellways values and are positive
- Empowering Carers through the CHIME framework and supporting Carers to adopt self-care skill through reflective practice
- Engaging professionally and positively with key external and internal stakeholders
- Community engagement/ networking and establishing referral pathways
- Working autonomously while being a supportive and flexible team member.

Refer to Attachment 1 for a reference to the overall Wellways organisation structure and for the relationship lines in context of the role.

Key Deliverables	Key Performance Indicators
Engagement and promotion of programs	<p>Deliver formal structured IPPS programs within community for Carers, that are specifically designed to:</p> <ul style="list-style-type: none"> • Connect Carers with people (other Carers) in similar circumstances • Facilitate Carer learning from their peers through the sharing of lived experiences • Encourage relief from Carer strain through forming connections and the sharing of personal stories and experiences • Provide facilitation, moderation and skills development to encourage self-guided peer support sessions • Build strong connections and partnerships with other services that may support or have contact with Carers of all ages • Community engagement/ networking and establishing referral pathways • Actively participating in team planning around achieving achievable program deliverables
Facilitation/Presentation of Programs	<ul style="list-style-type: none"> • Facilitate IPPS programs in accordance with training and IPPS Service Design and Guidelines • Facilitate workshops with other Peer Educators when required • If necessary, encourage and support Carers to seek follow up supports with others, and engage positively with key external and internal stakeholders • Evaluate the effectiveness of In-Person Peer Support sessions through the use of the Participant Surveys for facilitators and debrief with the Coordinator and colleagues • Establish goals/objectives and outcomes from the Participant Survey results for management review and recommendations
Professional Development	<ul style="list-style-type: none"> • Actively participate in Community of Practice meetings as required • Actively participate in monthly supervision with program Coordinator • Actively participate in the Wellways Professional Development process • Actively participate in staff meetings • Complete all training requested by the program Coordinator.

Administration	<ul style="list-style-type: none"> • Provide administrative support requiring a high level of judgment, initiative, confidentiality and sensitivity in the performance of work • Complete all administrative tasks associated with facilitating the program in a timely manner. Assist with data collection tasks as negotiated
Stakeholder Engagement	<p>Ensure the program reflects the core values of Wellways Maintain positive relationships with internal and external stakeholders</p> <ul style="list-style-type: none"> • Actively engaging with stakeholders and creating referral pathways which build Carer membership in the program

Essential Requirements, Knowledge, Experience and Skills

Qualifications & Essential Requirements	<ul style="list-style-type: none"> • Lived experience as a young Carer or adult Carer • Certificate IV or above in a support discipline and/or Equivalent Community sector experience • Current valid Driver's License • Satisfactory National Police Records Check • QLD Blue Card • QLD Yellow Card/NDIS Workers Screening Check • Right to Work within Australia • NDIS Worker Orientation Module Certificate <p>Desirable:</p> <ul style="list-style-type: none"> • Experience working with young people/young Carers
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Technical Knowledge and Experience	<p>Required:</p> <ul style="list-style-type: none"> • Thorough understanding of the caring role and evidence based, best practice Carer supports that enable Carers to sustain in their caring role and enhance their own wellbeing and identity • Previous experience in facilitating Psychosocial Education and/or Peer Led Programs for young people. • An understanding and demonstrated commitment to social inclusion and diversity • Personal insight into the impact of stigma and the subsequent effect this has for individuals, families and the broader community • Personal knowledge of region-specific health services, formal and informal community networks and primary health services • Demonstrated knowledge of caring roles and the impact on young Carers and Carers' health and wellbeing to determine support requirements • Prepared to use your lived experience to enrich the support and learning experiences for Carers • Have a strong understanding of the importance of 'safe storytelling' and able to implement when supporting Carers. <p>Desirable:</p> <ul style="list-style-type: none"> • Fluency in other languages
Skills	<p>Team Work</p> <ul style="list-style-type: none"> • The ability to communicate and model a vision that supports enthusiasm and commitment • Support a culture and environment that fosters innovation in service delivery • The ability to identify potential issues and setbacks and work with colleagues to optimise outcomes • Demonstrated understanding of and commitment to Wellways values <p>Strategic planning</p> <ul style="list-style-type: none"> • Ability to plan alongside the team Coordinator and with colleagues to develop effective solutions and mitigating strategies to program challenges <p>Communication</p> <ul style="list-style-type: none"> • Partnership, participation and negotiation - an ability to liaise, consult and negotiate effectively including an ability to encourage participation and develop effective partnerships with stakeholders. Proven ability and experience in representing organisations • Effective communication skills, verbal and written, including the ability to develop reports and recommendations on service issues, public speaking and presentations • Listening skills that support active listening to Carers' needs • Patient and non-judgemental when listening and exploring Carer

	<p>challenges</p> <p>Organising and Planning</p> <ul style="list-style-type: none"> • Able to identify more and less critical activities and operate accordingly, reviewing and adjusting as required • Able to support development and implementation of systems and procedures to guide work and track progress • Able to recognise barriers and find effective ways to deal with them • Able to identify processes, tasks and resources required to achieve a goal • Able to take an organized, methodical approach to work tasks <p>Information Technology</p> <ul style="list-style-type: none"> • Proficient with the range of digital platforms including but not limited to: <ul style="list-style-type: none"> ○ Microsoft Office Suite ○ social media platforms ○ Client management systems • Able to use a variety of online meeting platforms <p>Required:</p> <ul style="list-style-type: none"> • Ability to articulate and share personal strategies for self-care, safety and well-being • Levels of awareness and empathy that allow effective work with groups that may challenge own ethical opinions and values • Active curiosity that facilitates exploration and engagement of opportunities that emerge from Carers' involvement in community • Goal focussed – able to create and follow agendas for facilitating peer support forums and is open to ongoing self-development
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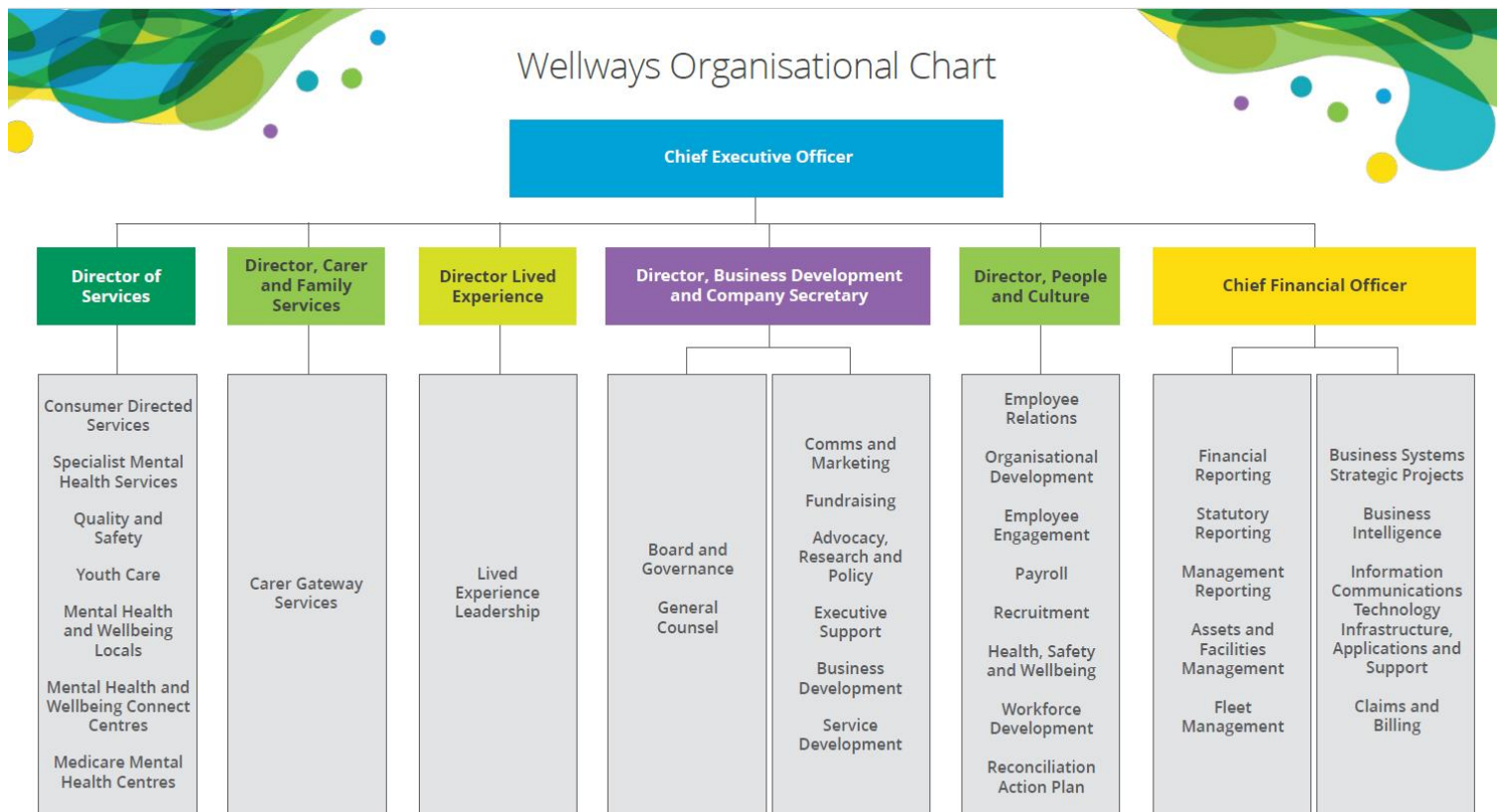
Additional Information

1. While having a lived experience is the core qualification of a peer educator, learning how to use that experience requires a program of ongoing best practice training, supervision, mentoring and professional development.
2. Best practice would be for employees to complete the online training upon commencement of their role (30 minutes) and to be involved in group training (6 hours) prior to facilitating their first group.
3. Opportunity for Peer Educators to be nominated as 'champions' who will deliver facilitator and volunteer training and support at a local level

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:	n/a
Travel Percentage:	As Required
On Call:	n/a
Special Requirements:	n/a

Attachment 1



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