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## FAMILY PEER WORKER

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OCTOBER 2025

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### POSITION SUMMARY

Location:	Parkville		
Functional area:	Clinical Other		
Classification/ Salary:	Social, Community, Home Care and Disability Services Industry Award (2010), Social and Community Services Employee, Level 2 + 12% super + access to \$15,900 NFP salary packaging		
Job Level	2		
Reports to:	Youth Wellbeing Team Lead/ Family Peer Work Team Lead		
Employment type:	Part time (0.8 FTE)		
Employment length:	Ongoing, subject to funding		
Direct reports	0	Indirect reports	0

### POSITION PURPOSE STATEMENT

The Family Peer Worker (FPW) will work within the established Orygen Recovery at Parkville. This position works as part of multi -disciplinary team at Orygen Recovery and part of a broader FPW team, to support the families, carers and supporters of young people who are admitted to the Orygen Recovery services.

Drawing on their own lived or living experience, the FPW provides support, information and psychoeducation, empathic listening and connection. The FPW needs to have lived or living experience of supporting their own children, young adult family members and/ or significant others. This position is integral to embedding family, carers and supporters' inclusive practice and advocacy into the Orygen Recovery Model of Care.

#### **About Orygen Recovery**

Orygen Recovery is a Youth Prevention and Recovery Care service (YPARC), which is a sub-acute, recovery focused short-term residential program, supporting young people by intervening early to prevent a deterioration that may lead to inpatient psychiatric care and transition to the community from inpatient psychiatric care. Orygen Recovery comprises of Clinical Team and Youth Wellbeing Team, working with Young People aged between 16 and 25.

## POSITION FOCUS

	Key responsibility area	Percentage
1	Family Peer Support	80%
2	Facilitation	10%
3	Stakeholder Relationship Management	10%

## POSITION KEY RESPONSIBILITY AREAS

<p><b>1. Family Peer Support</b></p> <ul style="list-style-type: none"> <li>• Provision of support, information, psychoeducation, connection and empathic listening using their own lived experience, in a person centred, recovery focused way.</li> <li>• Provide informal drop-in and appointment-based services for the families of young people who attend Orygen Recovery. This may be face-to-face, by telephone or through video conferencing.</li> <li>• Promote and advocate for the voice of families, carers and supporters (families) within the local multi-disciplinary team.</li> <li>• Provide information to families about Orygen Recovery and other accessible resources and services relating to young people and their families.</li> <li>• Provide information and assist with linking families to other family support, mental health, AOD and other relevant services in their area.</li> <li>• Use intentional peer support frameworks to guide their work.</li> <li>• Follow FPW principles of practice and discipline frameworks.</li> <li>• Participate in identified relevant professional development for the FPW role.</li> <li>• Maintain and enter appropriate Family Peer Work data, notes and files.</li> <li>• Support Cultural and Linguistically Diverse (CALD) families including being sensitive to cultural norms and engaging interpreter services where appropriate.</li> </ul> <p><b>2. Facilitation</b></p> <ul style="list-style-type: none"> <li>• Work collaboratively with other staff and Family and Youth Peer Workers to develop a range of family inclusive activities such as family morning teas, information sessions, wellbeing workshops, community awareness presentations and other Orygen Recovery events.</li> </ul> <p><b>3. Stakeholder Relationship Management</b></p> <ul style="list-style-type: none"> <li>• Provide assistance with linking families into other family support, mental health, AOD and other relevant services in their area.</li> <li>• Promote family participation in service planning, participation and evaluation.</li> <li>• Promote Orygen Recovery by communicating regularly with, building and maintaining collaborative working relationships with health and welfare agencies and the general community.</li> <li>• Liaise with internal and external stakeholders.</li> </ul> <p><b>4. Other</b></p> <ul style="list-style-type: none"> <li>• Seek support and consultation from team members and senior staff as required.</li> <li>• Comply with and support others to comply with Orygen’s policies and procedures, including taking appropriate action to hold others accountable and promote a workplace culture that is safe, diverse and inclusive.</li> <li>• The role may incorporate other service development activities and responsibilities as directed by the Youth Wellbeing Discipline Lead/ Family Peer Work Lead.</li> </ul>
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## EDUCATION / QUALIFICATIONS

Desirable	<ul style="list-style-type: none"> <li>• Current enrolment or completion of a peer work or relevant tertiary course.</li> </ul>
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## EXPERIENCE / SKILLS

Experience / skills	<ul style="list-style-type: none"> <li>• Lived experience of supporting a young person who has experienced significant mental ill health, who is not currently a client of an Orygen led headspace centre or of Orygen.</li> <li>• Experience in a work environment of developing and building effective relationships within a team.</li> <li>• Demonstrated ability to use your lived or living experience to support others in a recovery focused way.</li> <li>• Demonstrated capacity to solve problems effectively, engage and work creatively to engage families.</li> <li>• Capacity and willingness to conduct groups with families.</li> <li>• Demonstrated ability to work effectively in a multi-disciplinary team.</li> <li>• Experience in advocating at work, with capacity to advocate for families.</li> <li>• Excellent communication skills (written and verbal) to communicate warmly and effectively with families, liaise, build relationships and partnerships, consult and discuss with a wide variety of stakeholders.</li> <li>• Knowledge and support of frameworks of early intervention, de-stigmatisation, diversity, inclusion, and non-discrimination.</li> <li>• Knowledge of the common mental health, substance use and social problems faced by young people.</li> <li>• High level computer skills with a demonstrated ability in word processing, presentation programs and databases as required.</li> <li>• Commitment to participating in and upholding Orygen Recovery and/or FPW reporting requirements, including data collection and note writing, in accordance with policies, procedures and principles of practice.</li> <li>• Experience or knowledge of the importance of Family Inclusive Practice</li> <li>• Experience in the planning and provision of community engagement and capacity building activities.</li> <li>• Experience with or knowledge of group leadership and/or facilitation.</li> </ul>
Personal attributes	<ul style="list-style-type: none"> <li>• High level interpersonal skills, including the ability to liaise and engage effectively with a diverse range of people, families and stakeholders.</li> <li>• Self-motivation and direction, demonstrating a sound ability to engage with a range of people including families and other Orygen staff.</li> <li>• Commitment to supporting clinical research within the service.</li> <li>• A commitment to learning about the different types of organisations involved in mental health and drug and alcohol service delivery to young people.</li> <li>• 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.</li> </ul>

## KEY RELATIONSHIPS

Internal	<ul style="list-style-type: none"> <li>• Orygen Recovery team</li> <li>• Family Peer Workers across Orygen services</li> </ul>
External	<ul style="list-style-type: none"> <li>• Families, carers and supporters of young people</li> <li>• Community based support</li> </ul>

## SPECIAL REQUIREMENTS

<ul style="list-style-type: none"> <li>• Ability to work flexible hours to meet the needs to families, as required – this will include some weekends and evenings.</li> <li>• Cannot currently be a family, carer or supporter of a young person receiving services at Orygen.</li> <li>• Unrestricted right to live and work in Australia.</li> </ul>
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- 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 may be required to work across more than one of Orygen's sites, which are currently located within the north and west of Melbourne.
- A current Victorian driver's licence (desirable).
- In line with government guidelines, this position may need to be based at home during certain periods. As such a reliable internet connection will be required.

## SAFETY, HEALTH AND WELLBEING RESPONSIBILITIES

Employees are required to comply with all workplace health, safety and wellbeing policies and procedures of Orygen.

In addition, employees are expected to:

- Promote and demonstrate Orygen's high standards in relation to health, safety and wellbeing, championing a culture of safety in the workplace.
- Take responsibility for their own safety, health and wellbeing and for their colleagues and others they work alongside, as far as they are able.
- Follow policies, training and guidelines related to Workplace health, safety and wellbeing, including reporting of unsafe work practices, incidents, hazards and near miss events.
- Be committed to promoting and protecting the safety and well-being of all children and young people and embedding safeguarding practices into all our programs and services.
- You may encounter sensitive information related to mental health as part of your work. Being aware of this and how it could affect you and planning accordingly is essential.

## ACKNOWLEDGEMENT

Confirming this position description has been read and understood by:

Name	[insert name]
Signature	[insert signature]
Date	[insert date]