

Position Description

Position Title	Family/Carer Peer Worker
Reporting To	Clinical Services Manager
Employment Status	Permanent Part-Time
Classification	SCHADS Level 3
Team/Service	Nundah House
Direct Reports	NA
Date	May 2026

PROGRAM OVERVIEW

Nundah House is an alternative to admission facility offering a Step-Up and Step-Down Model of Care. The ten bed sub-acute facility provides an option for people who are becoming unwell or are still recovering from acute illness and need a short period of additional support and consolidation to complement their treatment and support. Nundah House is operated by Neami in partnership with the Metro North Hospital and Health Service (MNHHS) and aims to prevent avoidable inpatient admissions.

During their stay consumers are assisted to develop a wellness plan. The Neami staff at Nundah House consist of a Service Manager, Team Leader, Peer Practice Lead, Mental Health and Wellbeing Workers (MHWWs) and Peer Support Workers (PSWs). Metro North Hospital and Health Service provide clinical support with an onsite manager, shift nurses, visiting doctors and psychiatrist. The facility is staffed 24/7 and operates on a 7-day rotating roster of day, evening and night shifts. |

POSITION OVERVIEW

Family/Carer Peer Workers (PWs) draw on their lived experience of supporting a family member, friend or significant other who lives with distress, trauma and/or substance abuse in order to support others in similar situations.

Guided by Intentional Peer Support (IPS) and National Lived Experience Workforce Guidelines, PWs provide emotional, social and service support through one-on-one family peer support (onsite or outreach), facilitating peer support and education groups, and transdisciplinary teamwork. In their work, they emphasise connection, mutuality, exploring worldviews and moving toward what is meaningful to the person they are supporting.

PWs understand the challenges of supporting someone through mental health or situational crises and the impact that this can have on relationships. FPWs' focus is on relational recovery and a family-inclusive approach to recovery. They can provide hope through the learnings made through their own recovery journey.

Their work may include:

- Exploring the connection of mental health and other situational crises on relationships, employment and identity.
- Supporting family members to identify their own needs and explore ways they may be able to address their own wellbeing holistically.
- Connecting family members to resources and information.
- Exploring family/carer rights and family inclusion.

PWs promote family inclusive practice at Neami National. They educate staff around issues facing family members and support staff to engage with family and understand the family perspective, strengthening service delivery and continuous improvement.

Drawing on strong relational and self-reflection skills, PWs apply the Lived Experience perspective to individual relationships, team processes and service collaborations. As key members of transdisciplinary teams, PWs compliment and enrich the professional knowledge and skills of staff from other disciplines.

To support practice and professional growth, PWs engage in professional development support, discipline specific supervision (where available), co-reflection and peer community of practice. These structures nurture confidence, connection, and the development of family peer work practice.

THE POSITION

Key position Responsibilities, Duties and Accountabilities

- Work within Neami's Collaborative Relational Practice (CRP) Framework and IPS principles and tasks (training provided).
- Utilise the Neami Carer Prompt when connecting with new family members.
- Provide one-on-one peer support to family and facilitate family support groups or education groups, intentionally sharing lived experience to build mutual relationships of curiosity, mutuality and empathy.
- Draw on relational practice skills to support family members who access services to recognise and develop their strengths, wellbeing practices, self-advocacy skills, problem solving, resilience and life goals, as well as their support systems and community connections.
- Support family members to find new perspectives on the situations they are experiencing.
- Facilitate understanding and growth in key issues facing families such as boundaries, self-care, level of involvement, grief & loss, etc.
- Co-create safety with family members and colleagues, respecting boundaries and providing culturally responsive support.
- Practice trauma informed care and have an understanding of social determinants on health and wellbeing.

- Connect family members with other services, carer support networks and carer peak bodies.
- Complete documentation in a timely manner, using respectful holistic language.
- Be sensitive to family confidentiality, and the effects of disclosure upon the family-consumer relationship.
- Contribute to the team's continuous improvement by sharing lived experience insights and collaborating closely with team members to provide a holistic approach to care.
- Engage in supervision, performance reviews and professional development. |
- Plan, facilitate and evaluate family group programs or connect family to community groups.
- Facilitate warm referrals and service navigation.
- Provide family peer support in a flexible way that makes it accessible to families.
- Ensure appropriate information handover to staff commencing the next shift.
- Support families to access support services. |

Records Management

- Ensure records management obligations are met, in accordance with Neami National policies and procedures. This includes the retention of hardcopy and/or electronic records and ensuring files are accurate and kept up to date.
- Commitment to understand service consumer data requirements and to collaborate with consumers to gather relevant data.
- Consideration of individual and aggregated consumer data to inform practice and continuous service improvement.

ORGANISATIONAL ACCOUNTABILITIES

- Act at all times in accordance with the Neami National Code of Ethics.
- Work in accordance with Neami National policies and procedures, including adhering to policies on Privacy and Confidentiality and Records Management.
- Follow safe work practices for self and others and comply with Neami National Occupational Health and Safety management processes.
- Ensure risks are identified, reported, documented and appropriately managed in accordance with Neami Group policies to ensure safe and effective services.
- Proactively work towards achieving individual and team goals, whilst demonstrating Neami National core competencies and values.
- Actively engage in Professional Development opportunities and embrace learning opportunities.
- Take an active role in promoting and generating quality improvements processes within your area of responsibility and more generally across the organisation.
- Have a commitment to promoting a diverse and inclusive environment for all staff, consumers and carers.
- Have a commitment to the safety and wellbeing of children and young people.

- Work in line with Neami Credentialling and Scopes of Practice Policy and related procedures, including working within your individual scope of practice.
- In addition to the position description accountabilities, all staff are expected to undertake any reasonable tasks as directed.

THE PERSON

Experience, Knowledge, Qualifications, Skills and Attributes

Essential

- Personal lived/living experience of supporting someone with distress, trauma and/or substance abuse through their journey of recovery and healing and the ability to purposefully use lived experience learnings to connect with and support others.
- Personal lived experience of the family recovery journey.
- Strong emotional resilience including the ability to sit with discomfort and distress and people in crisis.
- Sound relational skills, including empathy and non-judgement.
- Ability to work autonomously and adapt communication to diverse need.
- Ability to maintain confidentiality and to build trust to deal with sensitive and difficult situations.
- Ability to self-reflect, translate feedback into practice and engage in personal and professional development.
- Strong verbal and written communication skills plus computer literacy.
- A valid Working with Children Check.
- Appropriate evidence of vaccinations as per the Vaccine Preventable Diseases (VPD) requirements: Hepatitis B, Measles, Mumps, Rubella (MMR), Varicella (Chickenpox) and Pertussis (Whooping Cough) |

Desired

- Intentional Peer Support core training; Single Session Family Consultation training for FPWs; Certificate IV Mental Health Peer Work; group facilitation experience or similar.
- Experience in a designated Family/Carer Peer Worker role. |

ACKNOWLEDGEMENT OF POSITION DESCRIPTION

This position description is current at date of approval. It may change from time to time to reflect operational needs and changes to organisational reporting relationships.

By signing your employment agreement, you acknowledge that you have read, understood and accept the responsibilities and accountabilities as outlined above in this position description.