

Position Description

Position Title	Lived Experience Practice Lead
Reporting To	National Lived Experience Practice Lead
Employment Status	Full Time, Permanent
Classification	SCHADS Level 7
Team/Service	Service Excellence Hub & a Specific Stream: <ul style="list-style-type: none"> • Mental Health Hubs • Integrated Support • Safety and Homelessness • Community Connection and Wellbeing
Direct Reports	May be required to take on direct reports as part of targeted project work
Date	June 2026

PROGRAM OVERVIEW

Integrated Support Stream

Teams provides one-on-one, therapeutic support services to individuals experiencing mental health challenges (including psychosocial recovery, lived experience, and clinical). We help people by connecting them with the right support, tailored to their situation. This targeted help supports people living a life that is meaningful to them, knowing that that will be different for everyone. We are flexible, offering support in whatever manner best suits the person: this includes community-based support, clinical mental health, residential sub-acute, and telephone support services.

Mental Health Hubs Stream

Provide a central location for people who may be experiencing distress or struggle, including their families or carers. People accessing the hubs can receive assistance to navigate the mental health 'system', and they will be offered crisis support outside of a hospital setting. The hubs offer a physical alternative to hospital presentation, providing a different space, different feel, and different experience. Through these hubs, people experiencing distress and/or living with mental health challenges and their carers can access peer support, clinical and medical support, and referrals to specialist services.

Community Connection & Wellbeing Stream

Services walk alongside people living with mental health challenges to support them to define what's important to them to live well within their community setting. We acknowledge that everyone's journey is different, and everyone will have different ideas about what wellbeing means to them. We meet people

where they're at and work together on defining where they want to be. The services support people through holistic, community-based models of care.

Safety & Homelessness Stream

A range of services relating to suicide prevention, family violence support, young people, and homelessness.

The services in this stream require specialist leadership, service delivery capabilities and approaches to support a variety of specific needs.

POSITION OVERVIEW

Reporting to the National Lived Experience Practice Lead, the Lived Experience Practice Lead (LEPL) leads, embeds, and elevates the Lived Experience perspective in operational practice, strategy, governance, and organisational culture in their delegated stream and cross-stream through collaboration within the Service Excellence Hub.

The LEPL plays an important role within the Service Excellence Hub in elevating and driving national collaboration, learning, and innovation in LE practice, supporting stream-based and national practice and governance systems.

Stream LE Practice Leads work alongside other LEPL's to develop, establish and promote high-quality Lived Experience practice, support, and ways of working within their stream and across the organisation. Stream LE Practice Leads also work closely with the Practice and Quality & Consumer Experience teams as core functions of the Service Excellence Hub, ensuring the Lived Experience perspective is integrated across key organisational projects and initiatives.

Sitting within the Stream Leadership Team, the Lived Experience Practice Lead supports the Stream Director in leading and supporting LE practice initiatives and continuous improvement activities that are aligned to stream and service needs. The LE Practice Lead is a key member in Stream Leadership and Quality and Safety Committees and is responsible for collaborating with other stream Lived Experience and Practice Leads, Senior Managers of Operations, and operational leadership across the stream.

As a designated Lived Experience leadership position, the LEPL embodies and applies a Lived Experience perspective in all aspects of their role and within the delegated stream, named in the National Lived Experience (Peer) Workforce Guidelines as:

- Learnings from personal, first-hand experience of significant, life-changing or life-altering mental health challenges, distress and periods of healing, service use, or inability to access services
- Collective knowledge of universal lived experiences such as stigma, marginalisation, loss of power, and system hurt, as well as hope, healing, and personal recovery as real
- Professional principles and values such as mutuality, intersectionality, autonomy, hope and sharing power
- And the history of the Consumer movement, advocacy, and actions

The LEPL models and oversees Lived Experience practice, leadership and ways of working across the stream to drive understanding, capacity building, quality performance, education, continuous improvement, and cultural change. The LEPL supports the integration of Neami's Practice Framework,

Intentional Peer Support and Collaborative Relational Practice (CRP) – contextualising and translating LE practice to specific streams, portfolio areas and service models.

Along with the National Lived Experience Practice Lead and other LEPLs, the LEPL leads the innovation and development of a stream's Peer workforce, ensuring that Lived Experience informed practice and leadership are contextualised appropriately and delivered consistently and authentically across all stream services.

The LEPL offers discipline-specific support with designated Lived Experience leadership positions across the organisation, as well as coordinating broader discipline-specific learning spaces within the stream. This includes coordinating Communities of Practice, professional development sessions, and co-reflection spaces.

The LEPL partners with stream and service leadership to support Lived Experience informed people management practices, including recruitment, performance support, and opportunities for emerging leaders.

THE POSITION

Key position Responsibilities, Duties and Accountabilities

Demonstrate Lived Experience Leadership

- With the National Lived Experience Practice Lead, develop, implement, and review LE/Peer Practice to contextualise in services and across the stream.
- Lead and coordinate specific Lived Experience initiatives and projects within the designated stream in support of staff development, practice governance and continuous improvement.
- Apply, establish, and implement the Lived Experience perspective effectively in practice, governance, organisational culture, people management, decision-making processes, and service design and development.
- Model and oversee Lived Experience leadership and ways of working in the organisation and sector to act as an agent for cultural, practice, process and organisational change.
- Guide stream and service leaders to deepen their understanding, resourcing, and shared responsibility for supporting Lived Experience ways of working, frameworks, and strategies.
- Plan, implement, and evaluate Neami's services within the stream to ensure Lived Experience perspective is informing and embedded in service delivery and continuous improvement.
- With the National Lived Experience Practice Lead and other stream LEPLs, coordinate and lead Lived Experience initiatives and projects which support staff development, shared governance and continuous improvement.
- Support the development of Lived Experience leadership through close collaboration with the National Lived Experience Practice Lead to contribute to the evolution of the Service Excellence Hub and associated activities.

Consultation

- Identify, share and collaborate to ensure stream learnings and continuous improvement initiatives shape organisational directions, Service Excellence Hub, and practice initiatives.

- Collaborate with National Lived Experience Lead and Opportunities, Strategy and Development to ensure learnings from the stream are evaluated, designed, and embedded in tenders to strengthen proposals and service models.
- Foster and strengthen funding partnerships alongside stream leaders to further opportunities for growth of the Lived Experience workforce.
- Collaborate with National Lived Experience Practice Lead, other stream LEPLs, and wider LE leaders to evaluate, map and collate collective themes and needs to strengthen the design, implement and apply Lived Experience practice across the organisation.
- Contribute to organisation-wide projects and initiatives to embed LE perspective.

Workforce Support & Development

- Lead and provide discipline-specific support with stream Peer Leads and Lived Experience workforce, as required.
- Establish, lead, and coordinate Lived Experience communities of practice and co-reflection spaces within the stream.
- As required, apply Lived Experience perspective to offer line management, coaching, and mentoring.
- Coordinate with National Lived Experience Practice Lead in identifying new and contemporary Lived Experience practice and service opportunities, and implementing initiatives within the stream
- Lead and deliver guidance, support, and coaching in the use of Peer work resources and practice tools within the stream.
- Collaborate with National Lived Experience Practice Lead and Learning and Development regarding any training needs for the peer workforce. Collaborate with National Lived Experience P Practice Lead and Learning and Development regarding any training needs for the peer workforce.

Recruitment & Orientation

- Led by the National Lived Experience Practice Lead, take part in the preparation of position descriptions, recruitment, and selection process for Lived Experience positions.
- Support and participate the recruitment and interviews for Lived Experience leadership positions within the stream.
- Support the orientation and practice development of Lived Experience leaders.
- Support Peer Leads in the orientation and practice development of Peer Support Workers.
- Coordinate, design and/or lead the delivery and facilitation of Lived Experience-specific workshops and professional development initiatives, as required.

Networking

- Build, facilitate and lead strategic relationships with Lived Experience peak bodies and sector partnerships relevant to the stream.
- Contribute to national Lived Experience leadership network meetings to coordinate and feedback learnings, initiatives, and workforce needs for consistency and care across the national Lived Experience workforce.

- Collaborate with the National Lived Experience Practice Lead to ensure relevant network intelligence and learning is appropriately channelled into the Service Excellence Hub.

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.
- Ensure records management processes are followed, including the supervision of files and facilitating training when required.
- Foster a culture of learning and evaluation founded on routine monitoring and evaluation activity.
- Commitment to generate knowledge through fostering research and evaluation activities.
- Use of routine data (quantitative and qualitative) to monitor consumer experience, change and service impact over time.
- Commitment to involvement of people with relevant lived experience in the selection and operationalisation of measures of consumer outcome and experience.
- Capacity to read and interpret analysed consumer data reports and translate learnings into practice.
- Use of data aggregated at service, regional, state, and national levels for learning, strategic planning and decision making, advocacy and promotion.

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 experience of mental health challenges, service use, periods of healing/personal recovery, and demonstrated ability to apply learnings from this as primary knowledge.
- Intentional Peer Support core training, Cert IV Mental Health Peer Work, Hearing Voices training or similar, and/or experience working in a relevant setting
- Deep understanding of the collective LLE perspective, as well as LLE practice approaches.
- Experience in a designated Lived Experience service delivery role.
- Sound knowledge of discipline-specific supervision, coaching, and mentoring skills, and/or preparedness to undertake relevant training.
- Demonstrated leadership and/or consultation experience.
- Proven ability in project management, strategic action, and innovative thinking
- Demonstrated experience in internal and external stakeholder engagement, including partnership development.
- High-level relational skills and emotional intelligence.
- Sound understanding of mental health systems and Neami's approach to Lived Experience practice.
- Accomplished communication skills, including written reports.
- A current National Police Check.
- Adherence with all relevant state-mandated credentialing and checks i.e., WWCC
- Valid Australian Driver's License.

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.