

POSITION DESCRIPTION

Position Title:	Family Peer Worker – Pathways Care Team
Service:	Parkville Youth Mental Health and Wellbeing Service (PYMHWS)
Location:	Parkville / Sunshine / Werribee
Reports To:	Region A/B Pathways Care Team Leader
Enterprise Agreement:	Victorian Public Mental Health Services Enterprise Agreement 2024–2028
Classification:	Lived Experience Worker Level 3 (AK43 – AK46)
Immunisation Risk Category:	Category A
Date of Review:	June 2027

About the Parkville Youth Mental Health and Wellbeing Service (PYMHWS)

Parkville Youth Mental Health and Wellbeing Service (PYMHWS) is Victoria's first standalone public mental health service designed specifically for young people aged 12 to 25. Operational from July 2025, PYMHWS is leading a bold transformation in how youth mental health is accessed, experienced, and governed across Melbourne's north and west.

We deliver specialist, community, and inpatient services to young people experiencing, or at risk of mental ill-health. Our multidisciplinary teams are based at Parkville, Sunshine, Footscray, Werribee and Cherry Creek, working closely with families, carers, supporters and kin to provide developmentally appropriate, evidence-based, trauma-informed, inclusive care, grounded in lived experience.

At PYMHWS, every decision - from the front desk to the boardroom - centres on what young people need to live the lives they want to lead.

We partner with Orygen, bringing their world-leading research and knowledge translation expertise into care delivery. Together, we are building an integrated service model that connects Orygen-operated headspace centres with PYMHWS clinical services, creating a unified care experience.

As we grow, we're building a service with - and for - young people. One that reflects the diversity of our communities, embraces continuous learning and the generation of new knowledge, and strengthens the mental health system around it.

At PYMHWS, we:

- Foster a safe, supportive and inclusive workplace - where the health, safety and wellbeing of young people, their families, carers, supporters and kin, colleagues and visitors are actively protected.

- Speak up for safety and equity - raising concerns and escalating issues when needed, to ensure high standards of care and conduct.
- Deliver Safe, Timely, Effective, Efficient, Equitable, Person-centred Care (STEEEP) in alignment with our clinical governance framework and our youth-first approach.
- Promote diversity, inclusion and equal opportunity - creating a workplace free from discrimination, harassment or bias, and reflecting the communities we serve.
- Comply with all relevant policies, procedures, professional standards and legislation - including those related to clinical care, health and safety, risk, privacy, and equal opportunity.

Department Description

The Pathways Care Team is a new program being established as part of our community expansion. The program will be part of PYMHWS's Continuing Care Team (CCT).

The PYMHWS's CCT has a number of specialised streams who offer targeted interventions for psychotic disorders (including young people at 'ultra-high risk' of psychosis), mood disorders, personality disorders, substance use disorders, eating disorders, neurodevelopmental disorders and forensic mental health. Streams are supported by the Psychosocial Recovery program and the Community Development program.

The Pathways Care Program (Pathways) will sit alongside the specialised streams and expand the CCT service delivery model by providing short term, team based care for young people who present with tertiary level mental health needs, but where specialist early intervention programs are not yet indicated or need for this cannot be determined at intake. Pathways aims to increase access to appropriate tertiary support and improve outcomes for young people.

Pathways will offer case management with a strong emphasis on care coordination, collaborative care, and engagement to support assessment and brief intervention. Pathways has a strong focus on establishing connections and brokering services to help young people navigate complexities in their lives prior to support engagement in assessment and/or treatment outside of tertiary mental health wherever possible.

Position Summary

The Family Peer Worker will offer support to families, carers, supporters and kin (families) of young people accessing care within the Pathways Care program at Parkville Youth Mental Health & Wellbeing Service. The Family Peer Worker will play a crucial role in enhancing the care and support provided to the families of young people by offering a unique perspective based on their personal lived experiences.

This role requires lived experience of supporting a young family member or significant other, through public mental health services. The Family Peer Worker will provide emotional and social support through empathetic listening - this may be face-to-face, by telephone or using video conferencing platforms. This position will focus on developing relationships that foster hope and optimism. The Family Peer Worker needs to be self-motivated and directed and demonstrate strong interpersonal skills to engage with a range of people.

By sharing their own lived experience of how they have overcome challenges in their own recovery journey, and navigated mental health services, the Family Peer Worker can support families to support their young people.

Working closely with medical, clinical, youth and family lived experience the Family Peer Worker will provide key peer-to-peer based supports including direct work with families, advocacy, connecting families to resources and the community, relationship building, navigating services, as well as provide the family lived experience perspective within the multidisciplinary team.

The role will also be required to participate in other generalist tasks aligned with the family lived experience perspective, and discipline specific tasks, to ensure comprehensive and safe youth and family inclusive practice s provided. In addition to direct service provision, the Family Peer Worker will have the opportunity to participate in service development activities relevant to their role.

This role is based within a multi- disciplinary team and is supported by Family Lived Experience leadership and a team of Family Peer Workers.

Service provision is guided by evidence-based, culturally safe and trauma informed principles incorporating the diverse needs of the families of young people. This is especially important for those from, Aboriginal and Torres Strait Islander, LGBTQI+ and culturally and linguistically diverse populations.

The Family Peer Worker may be required to support teams across the service and participate in programs across multiple sites including Parkville, Footscray, Wyndham, Sunshine, Melton, and other sites within the catchment.

Key Accountabilities

Family Engagement and Support

- Collaborate with young people to identify requirements to support their wellbeing.
- Share lived experiences and knowledge to inspire hope and optimism for families.
- Engage and support the families of young people within the Pathways Care Team.
- Provide advocacy, support and information about family rights and responsibilities and access to services.
- Participate in Family/Carer Perspective supervision.
- Support the Pathways Care Team leadership to implement family inclusive practice as a core component of service delivery.
- Participate in other generalist tasks aligned with family perspective work to ensure comprehensive and safe consumer and family-oriented care is provided.

Collaborative Practice & Relationships

- Join in discipline and clinical team meetings and share knowledge and lived experience perspective.
- Participate in discussions and meetings regarding service delivery, including problem-solving and planning for the future.
- Establish and build good relationships with people inside and outside the organisation, especially in the area of youth mental health and Primary Health Providers.
- Participate in committees where a family peer worker perspective is required.
- Work with Family Lived Experience leadership to promote the values and work, of Family Peer Work.
- Contribute and participate in team reviews and annual discussions.
- Provide family lived experience specific values and perspective within the multidisciplinary team.
- Participate in committees, service development initiatives, clinical review meetings and other forums, as required, to share a family lived experience perspective.

Culturally Safe, Ethical & Evidence-Based Care

- Ensure that service delivery is guided by evidence-based, culturally safe and trauma-informed principles incorporating the diverse needs of all young people and their families, including those from LGBTQI+, Aboriginal and Torres Strait Islander and culturally and linguistically diverse populations.
- Support First Nations and Culturally and Linguistically Diverse (CALD) family, carers, supporters and kin, including collaborating with cultural supports and interpreter services.
- Promote inclusive and trauma-informed approaches to care.
- Operate within the legal frameworks e.g. Mental Health and Wellbeing Act 2022 and Privacy Act.
- Ensure that all clinical information is documented and stored in compliance with the Victorian Health Records Act 2001.

Workforce Development and Support

- Support the recruitment, orientation, of Family Peer Workers across the service as required.
- Perform other duties relevant to the Family Lived Experience Workforce as required to support the growth of lived experience work within the service and maintain service delivery.

PYMHWS Core Cultural, Leadership & Safety Responsibilities

These responsibilities apply to all roles at PYMHWS and form the foundation of our culture. They reflect our commitment to safety, inclusion, wellbeing and transformational leadership - at every level of the organisation. Aligned with PYMHWS's strategic goals and operational priorities, these behaviours ensure we are here for youth, together - and focused on delivering outcomes that matter.

Psychological safety & inclusion

- Create and maintain a psychologically safe team environment where all voices are heard and respected.
- Model inclusive behaviours and actively challenge stigma, bias and discrimination.
- Speak up for safety, wellbeing and alignment with PYMHWS values - including cultural safety for Aboriginal and Torres Strait Islander peoples.

Leadership at every level

- Demonstrate leadership in your area of work, regardless of role title, by taking ownership, influencing positive change, and modelling integrity.
- Mentor others where appropriate, share knowledge generously, and contribute to a learning culture.
- Engage in honest, constructive feedback - giving and receiving with a growth mindset.

Alignment with strategic vision, outcomes & priorities

- Contribute to the achievement of our strategic and operational priorities, including youth-first care, workforce wellbeing, system transformation and strong partnerships.
- Be accountable for delivering measurable outcomes - for young people and families .
- Make decisions that align with our purpose: reimagining how youth mental health is accessed, experienced and delivered.

Wellbeing & safe practice

- Prioritise your own wellbeing and that of your colleagues, in line with our whole-of-service wellbeing approach.

- Work to your full scope of practice and escalate when support is needed.
- Participate actively in safety initiatives, risk management and quality improvement.

Continuous learning & improvement

- Commit to ongoing professional learning, cultural development and reflective practice.
- Support innovation, research translation and systems thinking to improve outcomes for young people.
- Seek feedback on your work including participation in formal performance and annual discussion review processes.

Key Relationships

Internal Stakeholders

- Pathways Care Team Program Lead
- Pathways Care Team Consultant Psychiatrist
- Pathways Care Team workforce
- PYMHWS YAT and Specialist Streams within the CCT
- PYMHWS Workforce

External Stakeholders

- Primary Providers
 - Key agencies
 - Community groups
 - Drug and Alcohol services
 - Education Services and Vocational Programs
 - Youth Justice and Primary Care Providers
 - Orygen
 - Department of Health, Victoria
-

Key Selection Criteria

Formal Qualifications:

- A minimum of Cert IV or diploma level in health, welfare, community development, and/or adult education (or equivalent experience) is highly desired.

Essential:

- A lived experience as the family, carer, supporter or kin of a young person accessing tertiary mental health services and ability to share experience in a recovery-focused way, in a variety of contexts.
- Knowledge of the Intentional Peer Support framework, and familiarity with using the IPS framework.
- Knowledge of the Victorian Department of Health Framework for Carer Peers.
- Well-developed interpersonal and communication skills.
- Passion and interest in the role of the family peer workforce within youth mental health.
- Ability to work collaboratively and effectively with young people, families, carers, supporters and kin.
- Ability to work independently and effectively within a multidisciplinary team.
- Broad understanding of the differing perspectives of the impact of mental ill health on families, carers, supporters and kin and the community.
- Excellent verbal and written communication skills.
- An understanding of the diversity of the cultural and linguistic backgrounds of the community, and the relevance to young people, family, carers, supporters and kin and their experience of mental ill health, treatment and recovery.

- Capacity to develop effective working relationships, collaborations and partnerships within the service, with other stakeholders and in the broader community.
- Willingness to work across multiple sites as required.
- Ability to document contact with young people, their families, supporters, carers and kin in line with organisational and legal standards.
- A commitment to continuing professional development, education and supervision.
- Competent computer skills and willingness to use medical records and documentation systems.
- Must not have young person currently receiving services at Parkville Youth Mental Health and Wellbeing service.

Desirable

- Experience of supporting a young person with mental ill health.
- Knowledge of relevant guidelines, plans and strategies related to the mental health service system.
- Knowledge and support of the framework of early intervention, de-stigmatisation, diversity, inclusion and non-discrimination.
- Knowledge of the common mental health, substance use and social problems faced by young people and their families.
- Group facilitation skills.
- Demonstrated experience in the provision of family, carer, supporter and kin peer support, for people experiencing a range of mental health problems.
- Experience in delivering family peer work in a youth-specific setting.

Key Performance Indicators / Success Measures

Your performance will be measured through your successful:

- Demonstration of our values.
- Proactive and engaging leadership that aligns with PYMHWS Values and Strategic intent.
- Achievement of portfolio specific KPI targets.
- Participation in and satisfactory feedback through the annual performance review process.
- Ability to maintain a safe working environment and ensure compliance with legislative requirements and documentation.

Conditions of Employment

PYMHWS is a child-safe organisation and is committed to promoting and protecting the safety and wellbeing of all young people and embedding safeguarding practices into all our programs and services.

All employment appointments are required to:

- hold a valid Working with Children Check
- Police Check
- A current Victorian driver's license.
- Provide evidence of Immunisation history consistent with risk category defined for this role
- Availability to work across multiple locations within the Melbourne metropolitan area

Acceptance:

I acknowledge and accept that this position description represents the duties, responsibilities and accountabilities that are expected of me in my employment in the position. I understand that Parkville

Youth Mental Health and Wellbeing Service (PYMHWS) reserves the right to modify position descriptions as required, however I will be consulted when this occurs.

Employee Signature

Employee Name (please print)

/ /

Date