

POSITION DESCRIPTION



Carer Wellbeing Practitioner

Western Metro Mental Health and Wellbeing Connect

About Jesuit Social Services

Jesuit Social Services is a social change organisation working to build a just society where all people can live to their full potential. We do and we influence. We accompany people and communities to foster and regenerate the web of relationships that sustain us all – across people, place and planet; and we work to change policies, practices, ideas and values that perpetuate inequality, prejudice and exclusion.

Our Vision

Building a Just Society

Our Mission

Standing in solidarity with those in need, expressing a faith that promotes justice.

Our Values

- Welcoming – forming strong, faithful relationships
- Discerning – being reflective and strategic in all we do
- Courageous – standing up boldly to effect change

Our Purpose

We work to build a just society where all people can live to their full potential – by partnering with community to support those most in need and working to change policies, practices, ideas and values that perpetuate inequality, prejudice and exclusion.

Position details

POSITION TITLE: Carer Wellbeing Practitioner

PROGRAM: Western Metro Mental Health and Wellbeing Connect

LOCATION: Metropolitan Melbourne and surrounding suburbs

REPORTING RELATIONSHIPS: This position reports directly to the Coordinator, Carer Wellbeing Practitioner Team

EFFECTIVE DATE: August 2026

Position Purpose

- To deliver high quality support that meets the needs of families, carers and supporters of people who are experiencing mental health challenges, psychological distress and/or substance use issues

Program Purpose

The Royal Commission into Victoria's Mental Health System (2021) highlighted the important role played by families, carers and supporters in contributing to the wellbeing of people who are experiencing mental health challenges, psychological distress, mental illness, or substance use issues. To better recognise and support families, carers and supporters, Mental Health and Wellbeing Connect Centres have been established in each Victorian region.

The Mental Health and Wellbeing Connect Centres are led by the experiences of people who have lived/living experience of supporting someone with mental health challenges and/or substance use challenges. The Mental Health and Wellbeing Connect Centres provide a warm and welcoming space available to family, carers, kin and supporters of all ages and backgrounds, with no need for a referral. They provide opportunities to connect with peers along with tailored information, resources, advocacy, support (individually and group work), and access to brokerage funds through Tandem's Carer Support Fund.

Jesuit Social Services has been funded to deliver the Western Metro Mental Health and Wellbeing Connect Centre (the 'Centre'). In establishing this exciting initiative, Jesuit Social Services is committed to engaging with and employing people with a lived/living experience of support or caring for people who have mental health and/or substance related issues.

Jesuit Social Services' Western Metro Mental Health and Wellbeing Connect Centre is contracted to deliver services two evenings a week and on Saturdays.

Duties of the position

- Deliver high quality, strengths-based, trauma informed, short-medium term support to families and carers who access the Centre.
- Deliver individualised support to people who present at the Centre including service navigation, advocacy, information, referral and resources.
- Provide outreach support to community settings and homes in Western Melbourne.
- Deliver services after hours (the Centre is open two evenings a week until 9pm, and from 10am – 4pm on Saturdays).
- Work with the Coordinator, Carer Wellbeing Practitioner Team, and broader team to deliver a Centre that is welcoming, driven by the voices of carers and relevant to their needs.
- This role is based on-site in Sunshine.

Key Selection Criteria

1. Relevant tertiary qualification/s and/or experience delivering high quality support services
2. Capacity to fulfil reporting and administrative requirements associated with the position
3. Experience working with a diverse range of participants, including individuals, families, children and carers in community and outreach environments

4. Lived or living experience as a family member, carer or supporter of someone with mental health challenges, or substance use challenges is highly desirable
5. Ability to conduct oneself and undertake role responsibilities in a way which reflects and upholds the organisation's identity and ethos (as encapsulated in our purpose, vision, mission and values).
6. Capacity to engage in reflective processes that are aimed at strengthening and deepening a collective commitment to the organisation's identity and ethos. |

Key Performance Indicators

- Participants welcomed and supported to engage in services and programs (within and external to the Centre)
- Participants receive the services and programs they need
- All data and reporting requirements met (internal and external)
- Participant feedback |

Key responsibilities of Jesuit Social Services Employees

Our organisational identity and ethos

The work of Jesuit Social Services is informed by Catholic Social Teaching and our Jesuit tradition of respecting the preciousness of each human being, walking with the disregarded, and caring for the earth.

All employees are responsible for:

- Demonstrating an understanding of, and a capacity to uphold Jesuit Social Services' organisational identity and ethos (as encapsulated in our purpose, vision, mission and values) in the execution of their role responsibilities.

Service delivery/ Practice Framework (program delivery roles)

- Engage and build positive and constructive relationships with internal and external stakeholders and program participants
- Deliver services consistent with program guidelines, relevant legislation and funding agreements
- Communicate clearly with others
- Manage competing priorities in a high-volume work environment
- Fulfil the reporting and administrative requirements associated with the position
- Other duties as required.

Team work and supervision (program delivery roles)

- Work effectively as part of a team, contributing to group outputs and reflective practice
- Actively participate in regular supervision with the line manager, staff meetings and professional development opportunities. |

Continuous Improvement and Professional Standards

- Demonstrate a commitment to own learning and development
- Commitment to risk management and continuous quality improvement processes

- Compliance with relevant legislation, Code of Conduct, policies and procedures of Jesuit Social Services

Diversity and Inclusion

- Demonstrate respect and acceptance of diversity at all times and provide culturally appropriate support to all including Aboriginal and Torres Strait Islander peoples and those who identify as LGBTQIA+
- Interact with staff, participants and other stakeholders in a manner that is inclusive, respectful and non-discriminatory

Mandatory Position Requirements

- Current National and International (where required) Police Check
- Current Employee Working with Children Check
- Valid and current Australian Drivers Licence
- Proof of eligibility to work in Australia

Safeguarding Children and Young People

Jesuit Social Services takes child protection seriously, we undertake a range of checks and processes to ensure safeguarding of children, and you are required to meet the behavior standard outlined in our Code of Conduct.

Ecological Justice

Jesuit Social Services is committed to ecological justice, which is the intersection of social and environmental justice. We strive to protect, nurture and restore healthy and equitable relationships between people, place and planet which, when damaged, lead to disadvantage, poverty, inequality, prejudice, and exclusion. This commitment is embedded in our organisational culture, program practice, advocacy and our business processes.

Conditions of Employment

Conditions of employment are in accordance with the current Jesuit Social Services Collective Agreement and Jesuit Social Services Policy & Procedures, including the Code of Conduct.

Employee Acknowledgement

I, _____ (please print name) acknowledge that I have read and understood the contents of this position description.

Employee Signature:

Date: _____

Position Description Approved by:

Louise Flynn, GM Menta Health and
Suicide Prevention

Position Description Review Date:

August, 2028