

Position Description

Position Title	Peer Practice Lead
Reporting To	Clinical Service Manager
Employment Status	Full Time – Ongoing
Classification	SCHADS Level 5
Team/Service	Alice Springs Medicare Mental Health Centre
Direct Reports	Peer Workers and Non-Clinical Staff
Date	February 2026

PROGRAM OVERVIEW

The Alice Springs Medicare Mental Health Centre (ASMMHC) is a new service funded by the Northern Territory Primary Health Network (NTPHN). The new centre will be established and operate in partnership with Central Australian Aboriginal Congress. The service will connect individuals living in Alice Springs with the mental health support that best suits their needs, whether they are seeking help for the first time or have previous experience with mental health challenges. The Centre is grounded in the principles of Cultural Safety, Trauma-Informed Care and Recovery-Oriented Practice and will be shaped through extensive community co-design.

ASMMHC will provide a 'no wrong door' approach and support members of the community to be connected to the right support. The centre will provide a culturally safe, holistic approach to care, addressing a range of social, physical, and emotional needs informed by the Collaborative Relational Practice (CRP). ASMMHC will have a strong focus on lived experience and will support a high engagement, trans-disciplinary team model made up of Clinical, Non-clinical Specialist staff and Lived Experience staff.

The service will provide short to medium term targeted care and support for adults and older adults experiencing a crisis or in significant distress. The service will receive referrals from mental health professionals in the area, public mental health services, emergency services, community organisations as well as self-referrals from members of the community. The transdisciplinary team will welcome

referrals to determine suitability, assess individual needs and assist access to appropriate services delivered by the team and other community and health providers.

ASMMHC will operate Monday to Sunday 9am – 5pm.

POSITION OVERVIEW

Guided by Intentional Peer Support (IPS) and the National Lived Experience Workforce Guidelines, Peer Practice Leads (PPLs) support Peer Workers to draw on their own life-changing lived experience of distress, crisis and/or trauma, and their journey of recovery and healing, to support consumers and carers who face similar challenges to their health and wellbeing.

PPLs ensure consumer voice is at the centre of all aspects of service delivery, planning and evaluation and work with leadership to embed Lived Experience governance principles in their team. PPLs maintain connection with the Lived Experience sector and support staff with their understanding of the broader Lived Experience movement.

PPLs support staff practice development and professional growth through line management, discipline specific supervision, co-reflection, communities of practice and identify wider training needs whilst navigating power imbalances and role modelling mutuality. PPLs will aid the delivery of the best possible comprehensive service to consumers by supporting and building capacity of the Lived Experience Workforce and providing direct support to consumers and carers as required.

As well as purposeful use of personal lived experience, PPLs draw on the broader collective Lived Experience history and social movements to explore and understand the impacts of stigma, discrimination and systemic harm. PPLs play a vital role in continuous service improvement by integrating and elevating lived experience perspectives through membership of internal and external committees and working groups.

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

THE POSITION

Key position Responsibilities, Duties and Accountabilities

Team Leadership

- Use Lived Experience learnings and principles to provide line management, practice leadership, and facilitate learning spaces with program staff.
- Model and coach others in Lived Experience ways of working in professional spaces to build understanding, authenticity, and accountability.
- Support the recruitment, induction and orientation of staff into the program.
- Provide co-reflection, de-briefing, staff development and supervision.

- Model and support program staff to actively participate in team meetings, decision making processes, service planning sessions, and staff development activities.
- Support the team to make sense of work practices to ensure compliance with policies, procedures and scope of practice.
- Participate in program specific learning spaces.
- Model and coach how Lived Experience principles are applied in the collecting and recording of information, such as case notes and outcome measures.

Service Leadership

- Champion the use of Intentional Peer Support (IPS), Collaborative Relational Practice (CRP) and Safety and Opportunity practice within the team.
- Provide Lived Experience perspective in the assessment, planning, implementation and evaluation of the service in collaboration with the Service Manager/Clinical Lead.
- Provide leadership at relevant meetings as required.
- Contribute to practice, policy and projects using the Lived Experience perspective to support best practice and continuous improvement.
- Support challenging conversations as part of a transdisciplinary team.
- Provide leadership and support during times of consumer crisis.
- Engage with leaders across other services to build local pathways to support service access.
- Participate in partnership development activities with local community services as required.
- Lead and support the team's decision making on consumer eligibility, capacity and referrals as required.
- Where required, co-ordinate the initial needs assessment and intake of consumers into the program.
- Participate in rostering, leave coverage and defining staffing requirements as required.
- Support the development and delivery of various group programs as required.

Participate Fully as a Team Member

- Provide peer support to consumers and carers in line with program requirements.
- Collaborate closely with team members to ensure continuity of care and a quality, comprehensive service for consumers and carers.
- Complete documentation in a timely manner, using respectful holistic language in line with Lived Experience practice.
- Engage in line management and Lived Experience specific supervision, performance reviews, and professional development.

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

- Relevant lived experience of mental health challenges, distress, trauma, and/or injustice, and journey of wellbeing/healing, and ability to apply learnings from this in practice and leadership.

- Intentional Peer Support core training, Cert IV Mental Health Peer Work, Hearing Voices training or similar and/or experience working in a relevant setting.
- Understanding of Lived Experience (Peer) principles and the Consumer/Carer movements.
- Demonstrated leadership qualities and the ability to motivate and empower team members.
- Previous experience in a designated Lived Experience role.
- Strong emotional resilience including the ability to sit with discomfort, distress and people in crisis.
- Ability to self-reflect, take on feedback to grow practice skills and engage in personal and professional development.
- Ability to establish professional relationships that have clear boundaries with consumers, staff and partner organisations.
- Strong verbal and written communication skills plus computer literacy.
- A valid Working with Children Check

Desired

- Previous experience in a designated Lived Experience leadership role.
- Experience in service establishment
- Experience setting up processes within a new service/program context

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.