

Position Description

Title of the role:	Peer Family Support Worker (Lived Experience worker)
Classification:	SCHADS Award Level 3
Program Area:	Suicide Aftercare and Peer Family Support
Location:	Townsville
Reports to:	Team Leader
Last Revised:	September 2026

About Wellways

Wellways Australia is a leading not-for-profit organisation dedicated to ensuring all Australians lead active and fulfilling lives in their community. We work with individuals, families and the community to help them imagine and achieve better lives. We advocate for change to make sure people can access the best possible care and information when they need it. We provide a wide range of services and assistance for people of all ages with mental health issues, disabilities, and those requiring community care.

Wellways is an equal opportunity employer that offers generous salary packaging and opportunities to undertake professional training and development. People with lived experience, Aboriginal and Torres Strait Islander people, and people from culturally and linguistically diverse backgrounds bring highly valued skills to our workforce.

Our Values

Honesty:

- We are open and sincere in all interaction
- We show care and consideration to all our stakeholders
- We take responsibility for our actions

Acceptance

- We champion and respect all voices and choices
- We accept people no matter how complex their needs
- We see the person, the family and the community

Fairness:

- We believe everyone has the right to equal opportunities
- We challenge social injustice and advocate for change
- We collaborate to solve problems

Commitment:

- We are committed to our work and we won't give up
- We have the courage to make decisions and are accountable for our actions
- We dare to go down new roads and challenge accepted wisdom

Participation:

We promote participation and transform lives and communities We value the expertise and contribution of everyone we work with We build knowledge and lead conversations

Our approach to service delivery

Our recovery services are guided by our values and informed by our Well Together Model. This approach means we work at 3 levels, with the individual, with their families and friends and with the community. Well Together recognises that developing skills, building confidence and strengthening relationships will help people to recover and to live independently. The model provides an evidence-based approach to create individually tailored, effective recovery support packages. Wellways assists individuals to develop the capacity to manage their own wellbeing, equip family and friends with information and skills, and engage community members in support networks.



Advocacy Services

We have a strong advocacy program, informed by the lived experience of people with mental health issues or disability, their families and friends. Members of Wellways play a vital role in developing our advocacy platform. We advocate for systemic change that will create better conditions and improved opportunities across the range of services and supports we offer, including people and their families living with mental health and / or disabilities, and carers.

All our recovery services and advocacy programs:

- Support and create opportunities for recovery
- Value cultural diversity
- Value peer participation and leadership (participant and carer)
- Are underpinned by evidence-based best practice

Position Summary

Wellways, recognises the unique contribution that Peers offer in the delivery of support services to improve community health and wellbeing. Peers offer an expertise that cannot be developed through study; it is their experience of supporting a loved one with a mental health issue and/or suicidal crisis or attempt, and their path of recovery, that informs their values, beliefs and expertise in the development of programs that meet the needs of community and their loved ones.

Families (and/or kinship groups) report a range of experiences when they are supporting someone who has attempted suicide. Much of this is about the emotional turmoil that they experience, and they also talk openly about not knowing how to support their loved one. Families and loved ones want to know what works, what doesn't, and they want to be sure that they do not add to the stress that their loved one is already experiencing. Families are also often coping with physical, financial and social impacts of supporting their loved one.

The Ways Forward Program has a unique opportunity to offer carers, who are so deeply impacted by a suicide attempt or a loved one experiencing suicidal crisis, carer peer support. Peer Family Support Worker can inspire hope and demonstrate the possibility of recovery through respect and shared responsibility. Peer Family Support Worker is focused on support, mutual understanding and psychoeducation on aspects of care that work and can support a loved during a time of crisis.

The Ways Forward Program is a peer-led, community based service consisting of several key components including; carer peer connection in crisis; information and practical resources; peer support groups which can include educational sessions; proactive follow-up; service navigation and advocacy. This service supports carers living in the Cairns region. This service will connect carers of loved ones experiencing a suicidal crisis with a worker who has had a personal experience of being a carer to a suicidal person themselves. The worker will share their experience of supporting a loved one, potentially linking them with other community support services and provide gentle psycho educational tools and guidance on things that can support an environment of support, understanding and confidence. These conversations can help people to understand how they are feeling and define what is important to in the recovery journey for the family.

In particular, Peer Family Support Worker will:

- Provide assertive and practical support to access services related to individual needs including outreach and in home/ community-based support.
- Provide family and carer support with a focus on encouraging clients to maintain links with and grow natural support networks.
- Provide group-based peer work with a focus on social inclusion creating a sense of belonging and connection with a view to enhance family and carer wellbeing.
- Assist to resolve barriers to build strengths and resilience through identifying natural supports and linkages to external supports.
- Provide holistic non-clinical, follow-up care and practical support to families and carers of individuals directly after a suicide attempt or at high risk of suicide
- Create safe environments for families and carers to express their emotions and experiences, without judgment or criticism, to relieve caregiver sense of overwhelm
- Facilitates linkages to community support and participation as required. Provides emotional and practical support, one on one (phone, online) or within a group setting. The type of support is carer led.
- Provide information and assistance to increase carers knowledge and skills to support their emotional and social wellbeing e.g. self-care, coping strategies, advocacy and education.
- Ensure interactions with diverse clients are culturally appropriate.
- Keeps electronic client information records updated and ensure an accurate record of activities are maintained.
- Undertakes monitoring, reporting and evaluation activities.

Under the support and direction of the Aftercare Team Leader, the role forms part of the Cairns team and works with the team and other key stakeholders in the ongoing development and effective implementation of the Cairns regional and program plans.

Refer to Attachment 1 for a reference to the overall Wellways organisation structure and for the relationship lines in context of the role.

Responsibilities

Key Functions	Key Performance Indicators
Rehabilitation Services Providing direct support to participants within the framework of the organisations policy and procedures, all applicable legislative standards and any relevant accreditation standards.	Working in the context of the individual, family and community, the Peer Family Support Worker will be expected to: • Provide individualised non-clinical support to families and carers of people experiencing a suicidal crisis • Engage participants and develop professional and trusting relationships that help find and maintain hope, confidence and understanding. • Participate in intake and assessment processes required • Work collaboratively with participants to formulate, implement and review support plans including a comprehensive assessment of need and safety planning (as required), using key assessment and outcomes measurement tools • Implement individualised participant plans - through the monitoring of strategies to meet stated goals with each participant focusing on skill and knowledge development while working towards recovery • Work actively with participants to support them in building longer term support networks in the community • Implement practices to maximise engagement of participants • Facilitates linkages to community support and participation as required. Provides emotional and practical support, one on one (phone, online) or within a group setting. The type of support is carer led. • Ensure that all operational and administrative requirements are met including regular reporting requirements and records maintenance • Maintain safe work practices and a safe and healthy environment in accordance with occupational health and safety policies and • Legislation • Provide group-based peer work with a focus on social inclusion creating a sense of belonging and connection with a view to enhance family and carer wellbeing

Team Effectiveness Working as an active member of the program team to ensure the achievement of program goals and the application of best practice frameworks.	This will include: • Working as part of the team on the basis of an ethos of collaboration, co-operation and mutual support • Support for, and on-going development of, an environment based on shared accountability and effective knowledge sharing • Co-operating with all team members in order to ensure continuity of care and the provision of an exceptional service • Actively participating in team meetings, service planning sessions, PDR supervision and staff development activities • Actively participate in regular clinical supervision • Working with all consortium members (NQPHN and MHHS) to deliver high quality service and achieve program objectives.
Organisational Alignment Contributing to the effective operation and on-going development of the program offer to ensure that the program reflects Wellways values, best evidence-based practice and demonstrates innovation	This will be achieved through on-going contribution and awareness ensuring that: • The programs provided reflect the core values of Wellways • Consumer needs are reviewed to ensure an effective service delivery. • Quality systems and standards are subject to on-going development to support enhanced program delivery • Effective relationships are established and maintained with other organisations
Stakeholder Engagement Working with the wider community and key stakeholders to support value adding participant outcomes	• Participating in program promotion and maintaining appropriate linkages with other community agencies, clinical services and other Wellways programs • Participating in the delivery of community education in relation to mental health • Representing Wellways in a variety of settings, including other agencies, members, participants, carers and families to raise awareness of mental illness issues at the local level and to 'market' the organisation regionally • Assisting in the support of volunteers and students
Knowledge	• Knowledge of personal, family and social groups associated with suicidal ideation and attempts, including with groups identified to be at increased risk of suicide or experiencing a suicidal crisis; • Knowledge of current trends and practices in educational and community development suicide prevention work • Good understanding of recovery principles and/or strengths-based principles • Understanding of the principals of family work and how to work holistically and respectfully within the model •

Carer and consumer participation Engage in ongoing consultation with participants, carers and other relevant parties	This will be achieved through: • Engaging families in the planning, delivery, development, monitoring and evaluation of services • Regularly reviewing the ways in which services are provided to ensure the program is service aligned with individual/family needs • Providing services in a culturally competent manner for participants and families from Aboriginal and Torres Strait Islander and Culturally and Linguistically Diverse (CALD) backgrounds • Understanding family structures and roles within diverse cultural groups
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Essential Requirements, Knowledge, Experience and Skills

Qualifications & Essential Requirements	• Lived experience of supporting a loved one experiencing suicidal ideation, crisis and/or suicide attempts • Relevant qualifications or commensurate experience in working in a support role for people with mental health conditions • Current valid Driver's License and the ability to undertake some travel and be away from home overnight • Appropriate IT skills • Satisfactory National Police Records Check • Current Working with Children Check – QLD Blue Card • Right to Work within Australia • Proof of identity • NDIS Worker Screening Check • NIDS Workers Orientation Module Certificate – Quality Safety and You
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Technical Knowledge and Experience	• Demonstrated experience and or transferable skills/ knowledge in working with people with mental health conditions • Experience in working with people bereaved though suicide or experience in dealing with severe personal trauma • An understanding of the biopsychosocial model of mental health and how social inclusion principles are applied to service delivery • Demonstrated ability to operate in a way that ensures maximum participation of participants and their families/carers • An ability to participate in effective partnerships including liaison, mediation, negotiation and consultation • An ability to work with culturally and linguistically diverse communities and individuals • Commitment to best practice Desirable: • Prior experience of case management of individuals and families under stress • Prior experience in the delivery of community education and capacity building initiatives • Fluency in other languages
Lived Experience participation Engage in ongoing consultation with participants, carers and other relevant parties	This will be achieved through: • Engaging participants in the planning, delivery, development, monitoring and evaluation of services • Regularly reviewing the ways in which services are provided to ensure the program is service aligned with individual needs • Providing services in a culturally competent manner for participants and families from Aboriginal and Torres Strait Islander and Culturally and Linguistically Diverse (CALD) backgrounds

• Skills	Communication • Effective communication skills with people from a variety of backgrounds, including people from CALD backgrounds • Highly developed verbal and written skills, including the ability to write case notes and contribute to evaluation reports and documents • Ability to build strong community networks utilising grass root approaches • Demonstrated skills and ability to work effectively with family members and service providers • Liaising with external partners and stakeholders including GP's, hospitals and other relevant NGOs and Government organisations Interpersonal • Demonstrated empathy and treats all people with dignity and respect • Able to work in partnership with individuals and families from trauma informed perspective • Able to facilitate active participation by families and friends in all aspects of service delivery • Able to advocate effectively for families and friends, based on their choices • Demonstrated ability to build supportive and respectful relationships with people experiencing distress, including families and carers • Able to reflect on how one's own emotions impact on others. Organising and Planning • Accurately upload data and reports to the appropriate database or other system, within specified timeframes • Accurately record time spent with participants for reporting purposes • Prioritise processes, tasks and resources required to achieve goals, and then implement them to achieve the required outcomes Self-Management • Understanding of, and adherence to, professional ethics and boundaries • Demonstrate self-reflective practice, able to identify areas for further professional or personal development, as well as actively participate in regular supervision • Ability to work alone, off site and independently Information Technology • Familiar in Microsoft Office Suite • Comfortable with learning/using Client Management Systems
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Additional Information

This position description may be modified from time to time to reflect organisational changes. Any changes will be discussed and agreed with the incumbent.

Financial Delegation: As per delegation schedule

People – Number of Directs: n/a

Travel Percentage: As Required

On Call: n/a

Special Requirements: n/a

Attachment 1

