

## Lived Experience Led and/or Social and Emotional Wellbeing - Peer Practitioner

**Our vision:** *People and communities have strong mental health and wellbeing.*

**Our purpose:** *Partnering with service users and family/carers to deliver mental health and wellbeing services that enhance quality of life.*

**Our values:** *Hope, Creativity and innovation, Consumer focus, Making a difference, Integrity.*

### Position Information

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| <b>Purpose</b>                   | <p>The Lived Experience Led - Peer Practitioner (LEL-PP) utilises learnings from their lived/living experience of mental health challenges, languages of pain and other intersectional identities to hold space and opportunity for healing for those accessing the Lived Experience Residential Service.</p> <p>The LEL-PP is expected to champion the voice of lived experience, advocate for human rights and provide an alternative to traditional mental health responses through the practice of mutuality, guided by Intentional Peer Support practice or Social and Emotional Wellbeing framework, in addition to practicing in alignment with family-inclusive principles, recovery-oriented approaches, trauma-informed theories, and anti-racist/anti-oppressive and anti-carceral frameworks.</p> <p>The LEL-PP will be engaged in co-design and lead co-production practices, in practical ways always placing the relationship and service user at the centre of their journey. This is done through working with a person to understand and identify their story, identify how they would like to move towards what is possible in their lives by focusing on relational care.</p> |
| <b>Position reports to</b>       | Lived Experience Team Leader                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| <b>Mind classification level</b> | SCHADS Level 4                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| <b>Stream</b>                    | Lived Experience Division                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| <b>About the service</b>         | <p>Lived Experience Residential Service will provide free short-term support in a home-like setting for people experiencing mental health crisis and distress. This innovative trial service is designed and run by a highly experienced and skilled peer workforce.</p> <p>Peer practitioners are trained to draw on the experience, knowledge and wisdom of their own mental health challenges to support others in their healing and recovery.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |

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|                                            | Lived Experience Residential Service will offer up to eight beds for anyone aged 18 and over experiencing high levels of distress.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| <b>Position description effective date</b> | February 2026                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| <b>Responsibilities</b>                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| <b>Peer work</b>                           | <ul style="list-style-type: none"> <li>• Demonstrate knowledge and abilities gained from both an individuals lived/living experiences, collective impacts and Lived Expertise, and be able to support the development of these approaches across the reach of Mind's work by utilising: <ul style="list-style-type: none"> <li>○ highly developed relational skills, including exemplifying unconditional acceptance and positive regard,</li> <li>○ effective and appropriate sharing of learnings from personal recovery stories,</li> <li>○ understanding how essential hope is, strategies to build hope, and holding hope for others,</li> <li>○ demonstrate the ability to sit with, hold and bear witness to someone's distress in an authentic way,</li> <li>○ transforming adversity into expertise that can be empowering and helpful.</li> <li>○ understand and articulate how Lived Experience work is distinct and unique, including the values, principles, and practice of the discipline.</li> <li>○ Intentional Peer Support Framework.</li> </ul> </li> <li>• Work in a way that is informed by Mind's Lived Experience Strategy, Peer Work Framework and Model of Peer Work to guide your work.</li> <li>• Draw on the broader Lived Experience knowledge base to inform your practice.</li> <li>• Support your team to understand and role model the delivery of services and approaches that are consistent with recovery-oriented practice from a peer/Lived Experience perspective.</li> </ul> |
| <b>Service Delivery</b>                    | <p>As a Peer Practitioner within this service, you will work within an Intentional Peer Support or Social and Emotional Wellbeing (SEWB) Framework (for identified Aboriginal and Torres Strait islander Peer Practitioners) to:</p> <ul style="list-style-type: none"> <li>• Walk alongside people during their stay, ensuring that even in the moments where a person is experiencing deep distress you continue to be honest, and open, holding connection and relationship at the heart of your interactions</li> <li>• Ensure all decisions are made with collective knowledge and input and that of the person you are supporting</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |

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|                                          | <ul style="list-style-type: none"> <li>• Through building trusting relationships, seek to understand the areas of life most important to the person and explore potential for where hope and moving towards can emerge</li> <li>• Sit with a person and listen, even when its uncomfortable and hard</li> <li>• Actively working to orient yourself to the principles and tasks of IPS/SEWB and engage with power dynamics as they emerge in your practice</li> <li>• Work to coordinate holistic care with acknowledgement of power dynamics being guided by autonomy and choice of the person you are supporting</li> <li>• Connect with your team leads and your colleagues to support you in your practice and participate in collective care and solidarity</li> <li>• Using a relational approach work with a person to understand what they wish to move towards in life and any barriers that may be present.</li> <li>• Work within the operational guidelines, service manual for the service</li> <li>• Work within the designated Scope of Practice for the role as designated by the LE Division</li> <li>• A willingness to engage in personal reflection on your role as a peer practitioner in your relationships with the people you are supporting.</li> <li>• Be open and clear about your own boundaries/limits and seek to understand the boundaries/limits of the people you walk alongside. Prioritising mutually responsible, safe-enough relationships from which possibilities can emerge.</li> <li>• Work within and support a home like setting, including daily maintenance, food preparation and cleaning.</li> <li>• Engage in and facilitate group activities and programs as per service needs and direction.</li> <li>• Utilise an inclusive approach to working with families, careers and family of choice.</li> <li>• Working offsite to support guests in community.</li> </ul> |
| <b>Professional development</b>          | <ul style="list-style-type: none"> <li>• Participate in line-management catchups.</li> <li>• Undertake relevant training and professional development, including regular IPS specific co-reflection organised through the Lived Experience Division or locally minimum once monthly.</li> <li>• Complete relevant consumer designed Lived Experience training where required.</li> <li>• Participate in reflective practice and Community of Practice – Lived Experience</li> <li>• Continue to reflect on your personal lived experience and the broader Lived Expertise knowledge base and how you use this in your practice.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| <b>Work with local service providers</b> | <ul style="list-style-type: none"> <li>• Assist the person with system navigation and linkages to community agencies or support systems that will assist them to address life</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |

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|                                               | impacts and barriers to full social, educational and employment participation, as required.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| <b>Accountability</b>                         | <ul style="list-style-type: none"> <li>• Conduct yourself in accordance with the Mind Code of Conduct and Mind policies and procedures which may change from time to time.</li> <li>• Proactively support Mind's vision of supporting people facing mental health challenges to live well and be socially included, in accordance with the Mind values.</li> <li>• Other duties as directed.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| <b>Workplace health, safety and wellbeing</b> | <ul style="list-style-type: none"> <li>• Contribute actively to the maintenance of a safe workplace.</li> <li>• Ensure all safety issues are reported and addressed as they arise.</li> <li>• Work in alignment with relevant workplace governance, policy and practice structures whilst holding the tension and practice of relational safety as key to your work.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| <b>Lived experience &amp; Expertise</b>       | <ul style="list-style-type: none"> <li>• Be grounded in the discipline of Lived Expertise, drawing from your own lived experience, informed by a commitment to social change, human rights, dignity and choice to shape the delivery of their work and that of Mind.</li> <li>• Support the development of a consistent narrative on the value of Lived Experience to the organisation across quality, values and business outcomes.</li> <li>• Collective and distributed sharing of power and expertise.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| <b>Cultural safety</b>                        | <ul style="list-style-type: none"> <li>• Utilise your Lived Expertise to promote an inclusive, affirming and destigmatising culture that values lived experience and the active inclusion of service users, carers, and families in the work we do.</li> <li>• Contribute to a culturally responsive workforce and service environment for staff, service users, family/carers and volunteers from all cultures, genders, sexualities, bodies, abilities, spiritualities, ages and backgrounds.</li> <li>• Actively embeds cultural safety, responsiveness, and humility mechanisms to create spaces where intersectional communities can feel seen, valued, and heard.</li> <li>• Demonstrates reflexive practice by naming personal assumptions and positionality, assessing power/privilege and impacts on others, and adjusting decisions and interactions using an intersectional lens.</li> <li>• Have an awareness of the Aboriginal and Torres Strait Islander Lived Experience Centres, Aboriginal and Torres Strait Islander Lived Experience-led Peer Workforce Guide.</li> </ul> |

## Position Requirements

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| <b>Desired Qualifications</b>                    | <ul style="list-style-type: none"> <li>• Completion of Intentional Peer Support Core and/ or Advanced Training and/or Social and Emotional Wellbeing Framework expertise and practice experience</li> <li>• Certificate IV in Mental Health Peer Work, is desirable but not required</li> <li>• Completion of other relevant Consumer Discipline trainings are desired but not required eg: Consumer Perspective Supervision, Alt2Su, Hearing Voices etc.</li> <li>• Tertiary qualifications as relevant to the role are desired but not required.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| <b>Knowledge, skills and experience required</b> | <ul style="list-style-type: none"> <li>• Has a lived/living experience of mental distress and recovery and understanding of, and ability and willingness to, contribute this Lived Expertise in working towards greater organisational impact.</li> <li>• Ability to share learnings from your personal story in an appropriate and purposeful manner to support, empower, speak about the times of hopelessness and the importance of hope, and support the recovery of clients.</li> <li>• Previous experience in using lived experience and Expertise in a dedicated Peer role strongly desirable</li> <li>• Experience, expertise and/or desire in working directly with people with mental health issues, and their families and carers.</li> <li>• Experience and/or commitment in providing empathic person-centred relational support, while recognising positionality, relative power and privilege.</li> <li>• Experience or ability to acquire skills in understanding needs and working collaboratively to plan wellbeing supports using evidence informed approaches and tools, for example in challenging situations.</li> <li>• Demonstrated knowledge or ability to acquire knowledge in the application of theoretical approaches, practices and appropriate service responses including family inclusive practice, recovery-oriented practice, trauma informed theory and anti-racist/anti-oppressive and anti-carceral frameworks.</li> <li>• Understands/working towards understanding the impacts of mutually reinforcing systems of discrimination and marginalisation that oppress people based on their intersectional identities and take a trauma-responsive, do no harm approach.</li> <li>• Demonstrated understanding of Lived Experience approaches including peer work, co-design and workforce development.</li> <li>• Passion to drive and champion change initiatives and progress the Lived Experience agenda throughout the organisation, and capacity to do so with integrity.</li> <li>• Spearhead co-design and coproduction in all aspects of the service including program evaluation, planning, decision making and service design.</li> </ul> |

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|              | <ul style="list-style-type: none"> <li>• Prioritising mutually responsible, safe-enough relationships from which possibilities can emerge.</li> <li>• Work with people within the service to identify how to create relational safety through the utilising the Our Safety Together framework</li> <li>• Completion of relevant discipline-specific training such as Intentional Peer Support Core training or has a specific plan or timeline for when this occurs.</li> <li>• Collaborate openly with team ensuring that you engage in a way that promotes a cohesive work culture</li> <li>• Ability to navigate complex team and support environments in a sometimes fast paced setting</li> <li>• Contribute to the preparation and making of meals for services</li> <li>• Contribute to the daily running of the service, support upkeep</li> <li>• Proficiency in Microsoft Office Suite.</li> <li>• Work within a 24/7 roster including regular Active Night shift allocation.</li> </ul> |
| <b>Other</b> | <ul style="list-style-type: none"> <li>• Right to work in Australia.</li> <li>• Current NDIS Worker Screening Check Clearance.</li> <li>• Working with Children Check or equivalent (Blue Card - QLD).</li> <li>• Able to obtain and provide evidence of vaccinations against COVID-19.</li> <li>• Requirement to bring with you current First Aid and CPR certifications and perform these duties as required as part of the role.</li> <li>• Full Drivers License</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |

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