

Position Description

Position Title	Family/Carer Peer Worker
Reporting To	Clinical Service Manager
Employment Status	Full Time Permanent or Part Time Permanent
Classification	SCHADS Level 3
Team/Service	Auburn Medicare Mental Health Centre
Direct Reports	N/A
Date	October 2026

PROGRAM OVERVIEW

The Auburn Medicare Mental Health Centre, funded by Western Sydney Primary Health Network, provides a free and accessible entry point for adults experiencing mental health distress, crisis or suicidal concerns. The Centre offers a welcoming, low-stigma and "no wrong door" approach to mental health care and can be accessed without a referral or prior appointment. A multidisciplinary team of clinical, psychosocial and peer practitioners provides immediate support, comprehensive assessment, service navigation, and short- to medium-term episodes of care.

Serving the culturally and linguistically diverse communities of Auburn and the wider Cumberland region, the Centre works in partnership with consumers, families, carers, health services and community organisations to deliver culturally responsive care and strengthen pathways to clinical, community and social supports. The Centre is grounded in the principles of Cultural Safety, Trauma-Informed Care and Recovery-Oriented Practice and is guided by Neami National's Collaborative Relational Practice, Co-creating Safety approach, and commitment to lived and living experience leadership.

POSITION OVERVIEW

Family/Carer Peer Workers (PWs) draw on their lived experience of supporting a family member, friend or significant other who lives with distress, trauma and/or substance abuse in order to support others in similar situations.

Guided by Intentional Peer Support (IPS) and National Lived Experience Workforce Guidelines, PWs provide emotional, social and service support through one-on-one family peer support (onsite or outreach), facilitating peer support and education groups, and transdisciplinary teamwork. In their work, they emphasise connection, mutuality, exploring worldviews and moving toward what is meaningful to the person they are supporting.

PWs understand the challenges of supporting someone through mental health or situational crises and the impact that this can have on relationships. FPWs' focus is on relational recovery and a family-inclusive approach to recovery. They can provide hope through the learnings made through their own recovery journey.

Their work may include:

- Exploring the connection of mental health and other situational crises on relationships, employment and identity.
- Supporting family members to identify their own needs and explore ways they may be able to address their own wellbeing holistically.
- Connecting family members to resources and information.
- Exploring family/carer rights and family inclusion.

PWs promote family inclusive practice at Neami National. They educate staff around issues facing family members and support staff to engage with family and understand the family perspective, strengthening service delivery and continuous improvement.

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

To support practice and professional growth, PWs engage in professional development support, discipline specific supervision (where available), co-reflection and peer community of practice. These structures nurture confidence, connection, and the development of family peer work practice.

THE POSITION

Key position Responsibilities, Duties and Accountabilities

- Provide support to family members and carers in alignment with Neami's Collaborative Relational Practice (CRP), Co-creating Safety approach and Intentional Peer Support Principles.
- Utilise the Neami Carer Prompt when connecting with new family members.
- Provide one-on-one peer support to family and facilitate family support groups or education groups, intentionally sharing lived experience to build mutual relationships of curiosity, mutuality and empathy.
- Draw on relational practice skills to support family members who access services to recognise and develop their strengths, wellbeing practices, self-advocacy skills, problem solving, resilience and life goals, as well as their support systems and community connections.
- Support family members to find new perspectives on the situations they are experiencing.
- Facilitate understanding and growth in key issues facing families such as boundaries, self-care, level of involvement, grief & loss, etc.

- Co-create safety with family members and colleagues, respecting boundaries and providing culturally responsive support.
- Practice trauma informed care and have an understanding of social determinants on health and wellbeing.
- Connect family members with other services, carer support networks and carer peak bodies.
- Complete documentation in a timely manner, using respectful holistic language.
- Be sensitive to family confidentiality, and the effects of disclosure upon the family-consumer relationship.
- Contribute to the team's continuous improvement by sharing lived experience insights and collaborating closely with team members to provide a holistic approach to care.
- Engage in supervision, performance reviews and professional development. |

Program Specific – delete this line and any points not relevant below

- Facilitate warm referrals and service navigation.
- Ensure appropriate information handover to staff commencing the next shift.
- Enable co-learning relationship with support to students who are completing their placement within the organisation. |

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.
- Commitment to understand service consumer data requirements and to collaborate with consumers to gather relevant data.
- Consideration of individual and aggregated consumer data to inform practice and continuous service improvement.

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

- Personal lived/living experience of supporting someone with distress, trauma and/or substance abuse through their journey of recovery and healing and the ability to purposefully use lived experience learnings to connect with and support others.
- Personal lived experience of the family recovery journey.
- Strong capacity to engage effectively when working with discomfort, distress and people experiencing crisis.
- Sound relational skills, including empathy and non-judgement.
- Ability to work autonomously and adapt communication to diverse need.
- Ability to maintain confidentiality and to build trust to deal with sensitive and difficult situations.
- Ability to self-reflect, translate feedback into practice and engage in personal and professional development.
- Strong verbal and written communication skills plus computer literacy.
- A valid Working with Children Check. |

Desired

- Intentional Peer Support core training; Single Session Family Consultation training for FPWs; Certificate IV Mental Health Peer Work; group facilitation experience or similar.
- Experience in a designated Family/Carer Peer Worker role. |

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.