

---

## PIP FAMILY PEER COACH

---

MAY 2026

---

ory  
gen

### POSITION SUMMARY

|                         |   |                  |   |
|-------------------------|---|------------------|---|
| Location:               | headspace centre (Craigieburn / Melton / Sunshine / Glenroy / Werribee)   |                  |   |
| Functional area:        | Primary Clinical Services   |                  |   |
| Classification/ Salary: | Social, Community, Home Care and Disability Services Industry Award 2010, Social and Community Services employee, Level 2 + 12% super + access to \$15,900 NFP salary packaging |                  |   |
| Job level:              | 2   |                  |   |
| Reports to:             | PiP-P2P Family Lived Experience Lead  |                  |   |
| Employment type:        | Part to full time (0.4 – 1.0 FTE considered)  |                  |   |
| Employment length:      | Contract until Dec 2026, subject to funding   |                  |   |
| Direct reports          | -   | Indirect reports | - |

### POSITION PURPOSE STATEMENT

PiP-P2P Family Peer Coaches (henceforth PiP coaches) will deliver coaching as part of a research trial led by Monash University.

PiP coaches provide individual, online coaching sessions via teleconferencing to parents of teenagers (12 to 17 years) experiencing mental health difficulties. PiP coaches apply their lived experience of parenting a teen through mental health problems to encourage, empower, and motivate parents to try the evidence-based parenting strategies from the PiP modules. PiP coaches support parents to build confidence and parenting skills, reflect on their learnings, set and achieve their parenting goals, and improve both their relationship with their teen and their teen's mental health. PiP coaches receive comprehensive training, mentoring, and ongoing support and supervision.

#### **About headspace**

headspace is a world-first youth mental health initiative that supports young people who are going through a tough time; whether it's depression, anxiety, relationship break-ups or alcohol and other drug issues. The youth-friendly services at headspace are aimed at teenagers and young adults in recognition of the fact that 75 percent of mental disorders emerge before the age of 25 years.

---

### REVOLUTION IN MIND

### About the Monash PiP-P2P research trial

The randomised controlled trial (RCT) being conducted in 2026 is part of the Monash-led, MRFF-funded research project “Co-designing and evaluating the effectiveness of a digital parenting intervention with peer-coaching for parents of adolescents with emerging mental health problems” This project aims to develop (through co-design) and evaluate a new trained peer workforce of parents with lived experience of caring for adolescents with mental health problems, to provide video-conferencing coaching support for parents engaging in the evidence-based Partners in Parenting online program due to concerns about emerging mental health problems in their adolescent. This new program fills a crucial gap in family-inclusive primary healthcare services for adolescent mental health.

### POSITION FOCUS

|   | Key responsibility area       | Percentage |
|---|-------------------------------|------------|
| 1 | Online coaching               | 70%        |
| 2 | Parent engagement             | 20%        |
| 3 | Supervision and team meetings | 10%        |

### POSITION KEY RESPONSIBILITY AREAS

#### 1. Online coaching

- Provide individual, online coaching via teleconferencing based on the Partners in Parenting (PiP) evidence-based modules.
- Encourage and motivate parents to set goals to improve their teen’s mental health and their relationship with their teen.
- Sensitively keep coaching sessions on track and on time.
- Work with parents to identify challenges to achieving their goals and discuss ways to overcome them.
- Encourage parents to apply new evidence-based parenting skills, reflect on their learnings, and celebrate their achievements.
- Promote and encourage parents to look after themselves.

#### 2. Parent engagement

- Encourage parents to complete PiP modules and attend regular coaching sessions.
- Redirect parents back to the PiP self-guided module content if more psychoeducation is required.
- Assist parents to access other services, supports, and resources as needed.

#### 3. Other

- Work within your PiP coach role and ensure parents understand the boundaries of your role and the scope and aims of PiP-P2P.
- Promote and align with the evidence-based principles of PiP in your coaching sessions.
- Uphold the values of PiP-P2P and headspace.
- Provide feedback to the research group on areas for quality improvement.
- Understand and actively abide by ethical principles, confidentiality, and duty of care.
- Actively participate in supervision and PiP coach group consultation with your Lived Experience manager/supervisor, Monash PiP consultant, and other PiP coaches.
- Use the supervision and PD opportunities available to ensure personal self-care and professional growth.
- Advise clinical support staff member of risk and refer parents to appropriate support.

## EDUCATION / QUALIFICATIONS

|           |  |
|-----------|--|
| Essential | <ul style="list-style-type: none"> <li>Intentional Peer Support (IPS) training OR Cert IV in Mental Health Peer Work OR other formal qualification and/or training and experience in family/carer Lived Experience work</li> </ul>   |
| Desirable | <ul style="list-style-type: none"> <li>Previous completion of headspace orientation training and onboarding, including Orygen/headspace cultural competency training for working with Aboriginal and Torres Strait Islander Peoples and people from diverse groups.</li> </ul> |

## EXPERIENCE / SKILLS

|                     |   |
|---------------------|---|
| Experience / skills | <ul style="list-style-type: none"> <li>Lived Experience of caring for a teen through mental health challenges to encourage and empower parents to achieve their goals.</li> <li>Ability to work with parents in a way that acknowledges diverse family structures and notions of family.</li> </ul>   |
| Personal attributes | <ul style="list-style-type: none"> <li>Listen with empathy and validate parents' experiences.</li> <li>Develop trusting and professional relationships with parents while maintaining peer-coach role boundaries.</li> <li>Hold a safe and confidential space with families in a non-judgmental and authentic way.</li> <li>Adopt a holistic and 'relationally conscious' approach to working with parents that acknowledges both young people and parents as interdependent, connected, and part of a community.</li> <li>Use intentional peer support (IPS) frameworks to guide and inform your coaching.</li> <li>Demonstrate cultural sensitivity to parents from diverse backgrounds by acknowledging and respecting differences.</li> </ul> |

## KEY RELATIONSHIPS

|          |   |
|----------|---|
| Internal | <ul style="list-style-type: none"> <li>PiP study team at orygen including PiP Lead</li> <li>Headspace Centre Managers and clinical teams</li> <li>Orygen Research team</li> </ul> |
| External | <ul style="list-style-type: none"> <li>Monash research team</li> </ul>  |

## SPECIAL REQUIREMENTS

|   |
|---|
| <ul style="list-style-type: none"> <li>Unrestricted right to live and work in Australia.</li> <li>A current National Police Check will be required.</li> <li>Any offer of employment is conditional upon receipt and maintenance of a satisfactory Working with Children Check.</li> <li>You may be required to work across more than one of Orygen's sites, which are currently located within the north and west of Melbourne.</li> <li>In line with government guidelines, this position may need to be based at home during certain periods. As such a reliable internet connection will be required.</li> <li>Occasional out of hours, evening and/or weekend work may be required.</li> </ul> |
|---|

## SAFETY, HEALTH AND WELLBEING RESPONSIBILITIES

|   |
|---|
| <p>Employees are required to comply with all workplace health, safety and wellbeing policies and procedures of Orygen.</p> <p>In addition, employees are expected to:</p> |
|---|

- Promote and demonstrate Orygen’s high standards in relation to health, safety and wellbeing, championing a culture of safety in the workplace.
- Take responsibility for their own safety, health and wellbeing and for their colleagues and others they work alongside, as far as they are able.
- Follow policies, training and guidelines related to Workplace health, safety and wellbeing, including reporting of unsafe work practices, incidents, hazards and near miss events.
- Be committed to promoting and protecting the safety and well-being of all children and young people and embedding safeguarding practices into all our programs and services.
- You may encounter sensitive information related to mental health as part of your work. Being aware of this and how it could affect you and planning accordingly is essential.

**ACKNOWLEDGEMENT**

Confirming this position description has been read and understood by:

|           |                    |
|-----------|--------------------|
| Name      | [insert name]      |
| Signature | [insert signature] |
| Date      | [insert date]      |