

FIRST NATIONS FAMILY PEER WORKER

SEPTEMBER 2025

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(ONLY **INDIGENOUS** AUSTRALIANS ARE ELIGIBLE TO APPLY
AS THIS POSITION IS EXEMPT UNDER THE SPECIAL MEASURE
PROVISION, SECTION 12(1) OF THE EQUAL OPPORTUNITY ACT
2011 (VIC))

POSITION SUMMARY

Location:	Headspace Melton
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:	Level 2
Reports to:	Clinical Services Manager
Employment type:	Part time (0.4 FTE)
Employment length:	Contract until 17 December 2027

POSITION PURPOSE STATEMENT

The First Nations Family Peer Worker (FN FPW) will work within the First Nations Team at Melton comprising of a Social and Emotional Wellbeing worker and Youth Peer Worker, to ensure the delivery of culturally safe and appropriate care to young people and families.

First Nations Family Peer Workers are committed to supporting families and carers of First Nations young people seeking support at headspace services. FN FPW draw on their lived experience of identity and cultural connection to engage directly with First Nations families and offer empathic listening, provide support, information and connection.

The role will be supported by the Social and Emotional Wellbeing Worker, as well as other Senior Centre Staff members and will have access to cultural supervision from a First Nations team member, ensuring ongoing support and professional development within a culturally safe framework.

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

POSITION KEY RESPONSIBILITY AREAS

1. Family Peer Work	• Work with First Nations families and carers in a non-clinical, culturally appropriate way that values the shared experiences of a peer and supports the family to appropriately engage with headspace. • Provide support, information, psychoeducation, empathic listening and connection using your own lived experience and use intentional peer support frameworks and FPW principles of practice and discipline to guide your work. • Promote and advocate for the voice of families within the local multi-disciplinary team. • Offer informal drop-in and appointment-based services for the families of young people who attend headspace– through referrals or contacting families directly, with capacity for outreach as required. Services may be offered face-to-face, by telephone or using video conferencing platforms. • Work collaboratively with the headspace team to action referrals seeking support for First Nations families and provide secondary consultation where appropriate. • Promote family participation in service planning, participation and evaluation.
2. Stakeholder Engagement	• Facilitate or co-facilitate consultation workshops with families and carers and participate in community workshops and events for First Nations young people. • Provide information to families about headspace and other accessible resources and services relating to young people and their families. This can be done through linking families into other family support, mental health, AOD and other relevant services in their area. • Work collaboratively with other staff and FPW team members (e.g. from other centres) to develop family inclusive activities such as morning teas, information sessions, well-being workshops, community awareness presentations and other relevant events. • Foster and develop relationships with internal and external stakeholders.
3. Other	• The role may incorporate other service development activities and responsibilities as reasonably directed by the Clinical Services Manager. • Attend team meetings and clinical reviews and participate in supervision and professional development as directed. • Maintain accurate and timely documentation, including peer work data, notes, and files. • Comply with and support others to comply with Orygen’s policies and procedures, including taking appropriate action to hold others accountable and promote a workplace culture that is safe, diverse and inclusive.

EDUCATION / QUALIFICATIONS

Desirable	• Willingness to participate in a peer work or relevant tertiary course.
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EXPERIENCE / SKILLS

Experience / skills	• Lived experience as a First Nations family member. • A personal experience of supporting a child and/or young adult family member who is/was experiencing mental ill health or alcohol and other drugs and is not currently a client of an Orygen led headspace centre or of Orygen. • Capacity to share own lived experience in a meaningful, appropriate and considered way. • Capacity to make decisions about which part of the FPWs lived experience will be helpful or detrimental to a family, through the use of emotional intelligence and understanding of families cues and needs. • Confidence and ability to approach families and work collaboratively with a wide range of people. • Capacity and willingness to conduct groups with families.
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	• Experience in the planning and provision of community engagement and capacity building activities. • Experience with or knowledge of group leadership and/or facilitation.
Personal attributes	• High level interpersonal skills, including the ability to liaise effectively with a diverse range of people, families and stakeholders. • Capacity to solve problems effectively, engage and work creatively with families. • Demonstrated ability to work effectively in a team. • Demonstrated high level administrative skills, with capacity and willingness to enter data, write notes and open files as required. • A commitment to improving the way services are delivered for young people and their families. • Capacity to work flexibly as needs arise (e.g. to be available in the evenings to conduct groups). • Experience of accessing a headspace Centre or similar organisation as the family of a young person. • Capacity to support a range of emotions with care and compassion applying role boundaries.

KEY RELATIONSHIPS

Internal	• First Nations Social and Emotional Wellbeing Worker • First Nations Family Peer Worker • Community Awareness Officer • Headspace Centre staff • Orygen's First Nations Team
External	• Schools and community organisations • Elders and cultural groups

SPECIAL REQUIREMENTS

• Unrestricted right to live and work in Australia. • A current National Police Check will be required. • Any offer of employment is conditional upon receipt and maintenance of a satisfactory Working with Children Check. • 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. • In line with government guidelines, this position may need to be based at home during certain periods. • Our headspace sites operate after 5pm multiple times a week, availability to work across rotating shifts required.

SAFETY, HEALTH AND WELLBEING RESPONSIBILITIES

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

LIVED EXPERIENCE AT ORYGEN

Please note: this document should be read in conjunction with the position description and job advertisement.

WHAT IS LIVED EXPERIENCE WORK?

Lived experience at Orygen refers to a past, present and/or ongoing personal experience of mental ill-health, or the experience of caring/supporting a person who has experienced mental ill-health. This may also include how specific experiences intersect with mental ill-health, system navigation, and recovery. People with lived experience are sometimes referred to as consumers or carers and their lived experiences known as consumer or carer lived experiences.

Lived Experience (Peer) Workforce collectively describes workers in designated positions who use their own lived experience to shape and inform their professional practice.

The term "living experience" is sometimes used to acknowledge ongoing experiences of mental health challenges or caregiving.

Orygen acknowledges that lived and living experiences are diverse and go beyond mental ill health. They can include experiences shaped by identity related to gender, sexuality, culture, and other factors such as belonging to communities such as Aboriginal and/or Torres Strait Islander. While these intersectional perspectives are highly valued and integrated into our work, including identified positions with Orygen, this document specifically focuses on lived experience positions related to mental ill health.

WHAT DOES WORKING AS A LIVED EXPERIENCE (PEER) WORKER MEAN AT ORYGEN?

At Orygen, young people and families are employed in a range of positions that are grounded in their lived experience. These positions span various settings and carry diverse responsibilities, including leadership, consultancy, research, and peer support within clinical services

These positions are examples of designated lived experience positions meaning that they require the staff member to have lived experience of mental ill-health, or of supporting/caring for a young person with mental ill-health and use these experiences within their work. This designation is also reflected within position descriptions which require candidates to openly identify as having a personal or family lived experience of mental ill-health.

Peer workers use their lived experiences of mental ill health and/or navigating the mental health system to facilitate peer support relationships. They may do this by sharing aspects or reflections of their lived experiences to connect, inspire a sense of hope and optimism, and support young people or families.

The principles of peer support, which provide the foundation to inform the position in delivering this work include hope and optimism, mutuality, empathy, choice, respect, authenticity and inclusion.

THINGS TO CONSIDER BEFORE APPLYING

LIVED EXPERIENCE (PEER) WORK AND YOU

Before applying for a peer worker position, it's crucial to understand that this position will often involve intentionally using your own lived experiences within your work and when providing support to others. While rewarding, this can have a personal impact, as you will be building strong, respectful relationships with young people, families and carers and sometimes sharing insights to support them during their experiences with Orygen's services.

This requires an understanding and reflection around your current personal circumstances and whether a lived experience position is right for you at the time that you apply. This may include your own self-awareness around how you can support yourself in the role or knowing the parts of your lived experience that you are comfortable with sharing with others.

You will receive support through supervision, training, and reflective practices, but it is important to be prepared for the personal challenges that may arise both in and outside of work.

WORKING IN A MULTIDISCIPLINARY TEAM

Peer workers play a vital role at Orygen, offering a unique perspective grounded in lived experience, rather than clinical expertise. To ensure comprehensive care, it is essential that peer workers collaborate closely with the broader clinical team and where appropriate speak up on matters through a lived experience perspective. This includes attending team meetings, engaging with external service providers, and participating in clinical reviews. Additionally, peer workers are expected to document brief notes after interactions with young people or after facilitating peer group sessions from a lived experience perspective. These perspectives grounded in lived experience often provide new or alternative ways of understanding the experiences of young people and families accessing services.

Peer workers are publicly identified as having lived experience, which is a key part of the position and helps demonstrate the value of sharing personal experiences. In clinical settings, you may be the only lived experience worker in your team, which can make this visibility feel different.

How much you choose to share is up to you, but it's important to understand that others in the organisation may identify you as having lived experience, even if you do not know them personally. This visibility is part of the position's impact and contribution to the broader service culture.

WHAT NEXT?

If you are excited about this position and eager to be part of our dynamic team, we strongly encourage you to apply via the job advertisement. Should you have any questions, feel free to reach out to the careers team at careers@orygen.org.au.

For more information on Orygen application process please visit - [WORKING AT ORYGEN](#)