
FAMILY PEER WORK LEAD – PRIMARY SERVICES

JUNE 2022



Location:	headspace Craigieburn/ Glenroy/ Melton/ Sunshine/ Werribee/ Parkville Hub /YPARC
Division:	Primary Services
Classification/ Salary Range:	Social, Community, Home Care and Disability Services Industry Award 2010, Social and Community Services Employee, Level 4
Employment type:	Part-time (0.8 FTE) contract until June 2023
Position reports to:	Director, Lived Experience

1. POSITION SUMMARY

The Orygen Family Peer Work team – Primary Services supports the family and friends of young people accessing assistance at headspace Centres in Craigieburn, Glenroy, Melton, Sunshine and Werribee, Orygen Hub and YPARC at the Parkville site.

The Family Peer Work Lead will draw on their own lived experience of supporting a young person experiencing mental health challenges to inform their leadership of the team and enable better outcomes for young people and their families and friends.

Reporting to the Director, Lived Experience, the Family Peer Work Lead coordinates the team of Family Peer Workers across Orygen Primary Services and the YPARC. The role promotes the Family Peer Work service and encourages referral pathways, elevates the voice of families and friends within Orygen and the headspace centres and supports the team to deliver timely and effective engagement to families and friends. The Family Peer Work Lead provides discipline specific individual and group supervision from a lived experience perspective to the team.

Subject to broad strategic direction and working with a considerable degree of autonomy, this role will have management responsibility for diverse activities, programs and staff as required. The role is required to prepare reports for internal purposes and funding bodies. This role will also work closely with and be supported by the headspace Clinical Services Managers, Managers at the Parkville Hub and the YPARC, and will be supported by regular staff meetings and supervision. In addition, continuing liaison with other lived experience positions across Orygen Digital and Specialist Services is a priority.

2. POSITION CONTEXT

Orygen delivers cutting-edge research, policy development, innovative clinical services, and evidence-based training and education for the mental health workforce to ensure that there is continuous improvement in the treatments and care provided to young people experiencing mental ill-health.

We are a complex organisation. Our activities and workforce are diverse and include:

- Five headspace centres in Craigieburn, Glenroy, Melton, Sunshine and Werribee that deliver primary clinical services to young people and are operated by Orygen.
- The Centre for Youth Mental Health, a University of Melbourne research and teaching department that is wholly seconded into Orygen. Centre staff are provided with Orygen email addresses and have the use of Orygen systems.
- Orygen Specialist Program (formerly referred to as Orygen Youth Health Clinical Program), a tertiary clinical service that is currently operated by North Western Mental Health, co-located with us at Parkville, Sunshine and Glenroy and also operating at sites in Footscray, and Wyndham. Whilst not under the governance of Orygen, Orygen Specialist Program works in close partnership with us.
- Orygen Digital, which develops and rolls out online clinical platforms that are fully integrated with 'in-person' clinical services.
- A training and development unit providing online and face to face training for the mental health workforce both nationally and internationally.
- A policy think tank drawing on Orygen's research and clinical expertise and partnering and collaborating with key content experts from Australia and around the world to advise government policymakers.
- Centralised professional support functions enabling the organisation to achieve strategic and operational objectives.

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3. ABOUT ORYGEN

VISION	Young people to enjoy optimal mental health as they grow into adulthood.
MISSION	Reduce the impact of mental ill-health on young people, their families and society.
VALUES	Respect, accountability, teamwork, excellence & innovation.
COMMITMENTS	First Nations people of Australia, young people and their families, LGBTIQA+ people & culturally and linguistically diverse people.

4. KEY RESPONSIBILITIES AND OUTCOMES

The Family Peer Work Lead will:

- Provide supervision, professional development and support to the Family Peer Work team.
- Support and mentor the Family Peer Workers in their day to day activities, including working alongside them as required.
- Provide consultation and training to staff and private providers regarding the family and friend experience, family inclusive practice principles and approaches.
- Provide advice to managers on areas of possible quality improvement based on family and friend experience and feedback.
- Promote family and friend participation in service planning, participation and evaluation.
- Liaise with internal and external stakeholders.
- Coordinate family and friend information sessions, groups and events.
- Perform other service development activities and responsibilities as directed by the Director, Lived Experience.
- 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.

5. SELECTION CRITERIA

The following criteria must be met for consideration for this position:

5.1 Essential

- A personal experience of supporting a child, young adult family member who was/is experiencing challenges with their mental health, physical health, alcohol and other drugs and/or work and study.
- Demonstrated experience in providing paid or voluntary peer support or supporting others using their own lived experience.
- Demonstrated leadership qualities in a lived experience role.
- High level interpersonal skills, including the ability to liaise effectively with a diverse range of people, families and stakeholders.
- High level negotiation skills, and experience in conflict resolution
- Capacity to problem solve effectively, engage and work creatively with other staff, families and friends.
- Capacity and willingness to conduct training and group programs with staff, and family and friends.
- Ability to work effectively in a team.
- A commitment to improving the way services are delivered for young people and their family and friends.
- Ability to work collaboratively with a wide range of people.
- Confidence to advocate for themselves, the team and families and friends in a clinical environment.
- Highly organised, with the ability to work autonomously and prioritise work tasks.
- High level written and verbal communication skills including the ability to develop resources and training for other Peer Workers.

5.2 Desirable

- Demonstrated ability to develop, implement and evaluate training programs for Family Peer Workers.
- A tertiary or certificate qualification in a community or health discipline (psychology, nursing, social work, occupational therapy) or equivalent work experience in a lived experience role.
- Experience with or knowledge of group leadership and/or facilitation.
- Experience of accessing a headspace Centre or similar organisation as a family member, carer or significant other.

6. 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.
- A current Victorian driver's licence
- 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. As such a reliable internet connection will be required.
- Successful applicants will be required to provide proof of COVID-19 Vaccination prior to commencement.

7. ACKNOWLEDGEMENT

Confirming this position description has been read and understood by:

Name:	
Signature:	

Date:	