



POSITION DESCRIPTION – Lived and Living Experience Educator	
Part 1 – Expectations for Your Role	
Position	Lived and Living Experience (LLE) Educator – Family Carer/AOD Perspective
Service / Program	Mental Health and Alcohol and Other Drug (MHAOD) program
Industrial Instrument	SACS - EACH Social and Community Service Employees Enterprise Agreement 2017
Instrument Classification	Level 5
Reports to	Lived and Living Experience Consultant
Effective Date	August 2025

## About the Each Lived and Living Experience Workforce

Each has had Lived and Living Experience (LLE) roles as part of their multidisciplinary teams for over twelve years. The LLE workforce continues to grow, with roles now across various states and programs. Currently there are LLE workers in the Mental health (adult and youth), Alcohol and other drug and family violence programs. Each is committed to embedding LLE more deeply across the organisation and has broadened the disciplines scope by adopting a wider array of roles including the LLE consultant, LLE educators (consumer, family carer and AOD perspective), Senior LLE workers and LLE workers.

## Position summary

The **LLE Educator – Family Carer/AOD Perspective** is a senior member of EACH's organisation-wide Lived and Living Experience (LLE) team. This role applies the LLE lens to all aspects of work, in alignment with the **Mental Health Lived Experience Workforce Discipline Frameworks** (Family Carer, Alcohol and Other Drugs, and AOD Family Lived Experience versions).

The educator is expected to bring:

- Personal experience as a **family carer** for someone living with mental health and/or AOD challenges, **and/or** personal lived experience of substance use and a self-determined healing journey.
- Insight into the **impacts of relationships**, family dynamics, and changing relationships with alcohol, drugs, gambling, and other issues.
- Understanding of the **emotional, psychological, and physical effects** of trauma, grief, loss, and caring responsibilities.
- Awareness of **isolation, stigma, financial strain**, and experiences of discrimination and marginalisation.
- Knowledge of **services, systems, and carer rights**, and the ability to share this information meaningfully.

The LLE Educator – Family Carer/AOD Perspective is responsible for developing and delivering LLE education and training across EACH, supporting both the LLE and broader MHAOD workforce. This includes:



- Expanding staff knowledge and skills.
- Promoting the value and scope of LLE roles, particularly those with carer and AOD identification.
- Providing **discipline-specific supervision** to LLE staff, fostering growth, mentorship, and professional development.

This role also contributes to the implementation of the **LLE Strategic Work Plan 2024–2028**, including the development of organisation-wide documents and LLE discipline-specific initiatives. Collaboration with the **LLE Educators – Consumer Perspective** and the **LLE Consultant** is essential.

## Key deliverables

The LLE Educator – Family Carer/AOD Perspective will deliver on key responsibilities by drawing upon their personal lived experience of supporting or caring for someone with mental health and/or AOD challenges, and/or their own experience of substance use and a self-determined healing journey, alongside their extensive involvement in the LLE workforce.

- **Stakeholder relationships:** Build and nurture strong professional relationships with both internal and external stakeholders that are centred on connection, hope and optimism. This includes engagement and attendance at network meetings, relevant working groups, committee meetings or forums at a statewide or national level.
- **Education and training:** Research, develop, facilitate and evaluate training and educational workshops specific to the LLE discipline. Deliver these to both the LLE workforce (discipline specific professional development) and wider MHAOD staff within Each to improve organisational understanding of the LLE workforce, the role of carers and the importance of LLE within multidisciplinary teams.
- **Community of practice:** Facilitate and contribute to the LLE community of practice for Each.
- **Service quality:** Contribute to the development of and adherence to organisational governance processes which underpin the delivery of high-quality MHAOD services.
- **Innovation and continuous improvement:** Participate in and, when required, lead various audit and continuous improvement activities organisationally from an LLE Family Carer perspective.
- **Professional development:** Share professional development opportunities for staff within the LLE workforce.
- **Workforce growth:** In consultation with the relevant clinical team managers and Human Resources, assist with recruitment and staffing of the LLE workforce when required.
- **Professional consultation:** Work collaboratively with Each program managers to provide LLE discipline specific consultation from a Family Carer and/or AOD perspective.
- **Discipline supervision:** Deliver professional supervision to other LLE employees within Each to grow and develop the workforce.
- **Advocacy:** Advocate for and support the expansion of the LLE workforce at Each, specifically Family Carer and AOD identified roles. Promote the importance of the LLE discipline and actively advocate for the minimisation of co-option and role drift.
- **Strategic thinking and innovation:** Champion forward thinking strategies and innovative solutions to organisational goals associated with the LLE workforce.

## Skills

- **Communication skills:** Advanced verbal and written communication skills.



- **Interpersonal skills:** Strong interpersonal skills and an ability to build professional relationships with internal and external stakeholders.
- **Technical skills:** Competent in Microsoft Office Suite.
- **Facilitation skills:** Strong and engaging public speaking and facilitation skills.
- **Training and education skills:** Competent skills in researching and developing training manuals to support professional development.
- **Professional writing skills:** Experience in developing policies, procedures and frameworks related to LLE. Competent professional writing skills.
- **Supervisory skills:** Experience in providing Family Carer perspective supervision to LLE workforce.
- **Commitment:** Dedicated to promoting equity, rights and inclusivity and upholding justice.
- **Time management:** Ability to work autonomously, manage own schedule and deliver on deadlines effectively.
- **Teamwork:** Ability to work collaboratively and consistently with internal and external stakeholders.
- **Leadership:** Skills in coaching and mentoring junior staff to grow and develop their professional skills within the LLW discipline; specifically those who identify as a family carer.

## Experience and Knowledge

- **Lived experience:** Personal lived experience of actively supporting, assisting or providing unpaid care to someone experiencing mental health and/or AOD challenges AND/OR Personal lived experience of substance use and/or addiction and a self-determined healing journey.
- **Work experience:** A minimum three years' experience in Family Carer or AOD perspective position across the MHAOD sector and a well-developed knowledge of the LLE workforce.
- **Sector Knowledge:** Have an appreciation and understanding of the not-for-profit and/or health sector, with awareness of industry-specific needs and compliance requirements.
- **Discipline specific commitment:** Understanding of and commitment to human rights and social justice.

## Qualification/Registrations/Licences

- Intentional Peer Support Trainer certificate (mandatory)
- Full or probationary driver's license (mandatory)
- Certificate IV in Mental Health Peer Work (desirable)
- Certificate IV in Training and Assessment (desirable)
- Completion of Intentional Peer Support Advanced training (desirable)
- Completion of Family Carer Perspective or Consumer Perspective Supervision training or a willingness to complete

## Physical Requirements

- **Office Environment:** Ability to sit for extended periods and use office equipment.
- **Data Entry:** Capability to type and complete administrative tasks.
- **Light Lifting:** Ability to lift and carry up to 5 kg (e.g., laptops or office supplies).
- **Visual & Auditory:** Ability to read documents and communicate effectively in person and via phone/video.
- **Travel:** Ability to travel locally for meetings and other networking opportunities.



## POSITION DESCRIPTION - Employee

### Part 2 – Expectations for Our Team

At Each, we are committed to improving lives and strengthening communities through a range of health, disability, housing, counselling, and mental health services. With a dedicated team of over 1,500 employees and 250 volunteers, we aim to create a positive impact, empowering individuals to live healthier, happier lives.

Our vision is for everyone to live well, and we strive for a healthier, more equitable future through innovation, advocacy, and community engagement.

We care. We listen. We learn. We deliver. Altogether better care.

#### Expectation of Employees

Employees are expected to work collaboratively with team members and other Directorates, contributing to both individual and community outcomes. They must model Each's values, ensuring an inclusive, safe, and engaging culture.

#### Employee Responsibilities

An Each employee is responsible for:

- Ensure quality, safety, and risk management to protect staff, customers, and the community.
- Collaborate with team members and stakeholders to achieve positive outcomes.
- Create a safe, respectful environment that fosters growth, learning, and wellbeing.
- Track progress and outcomes to meet Each's goals and performance targets.
- Work within professional boundaries and program guidelines.
- Demonstrate leadership behaviours and serve as an ambassador of Each.

#### Quality

Employees must engage in continuous improvement, comply with legislation and accreditation standards, and maintain the necessary skills and knowledge for their role.

#### Safety & Wellbeing

All Each employees are responsible for their own health and safety, as well as that of others, in line with OH&S legislation and Each's policies.

#### Child Safe Commitment

Each is dedicated to creating a child-safe environment, with zero tolerance for child abuse. Everyone is responsible for protecting and reporting any suspected child abuse, ensuring the safety and well-being of children involved with Each.

#### Inclusion and Diversity Commitment

Each is dedicated to an inclusive and diverse workplace where everyone is valued and respected. All staff are expected to promote inclusivity, embrace diversity, and foster a collaborative environment, ensuring a safe and supportive workplace for all.

#### Key Selection Criteria

##### Skills & Behaviours

- Adhere to Each's Behavioural and Performance Standards.
- Strong communication and interpersonal skills for building relationships.
- Collaborative team player with a positive attitude.

##### Desirable Experience, Knowledge, and Qualifications

- Relevant tertiary qualifications.
- Proven collaborative teamwork skills.



- Understanding of the Not-For-Profit and Health sectors.

#### Mandatory Competencies/Licences

- Criminal History Check and Employee Working with Children Check (as required).
- National Worker Screening Check (if required for the role).
- Entitlement to work in Australia

#### Expected Behaviours for all Each Staff

- Act in accordance with Each's Code of Conduct, policies, and service principles.
- Respond to family violence risk in line with the MARAM Framework.
- Promote a safety-first culture and adhere to health and safety policies.
- Ensure Each Great Care is put through its PACES (Person-Centered, Accessible, Connected, Effective and Safe).
- Support a zero-tolerance stance on abuse, neglect, and discrimination.
- Foster an inclusive, collaborative work environment, prioritizing customer needs.
- Contribute to teamwork, innovation, and continuous improvement.
- Engage in continuous learning and complete all mandatory training on time.