

**POSITION DESCRIPTION – Family Carer Peer Worker****Part 1 – Expectations for Your Role**

Position	Family Carer Peer Worker
Service / Program	Bounceback – Epping
Industrial Instrument	SACS - EACH Social and Community Service Employees Enterprise Agreement 2017
Instrument Classification	Level 4
Reports to	Senior Clinical Coordinator
Effective Date	April 2025

Key Deliverables

- Provides supportive care and shares lived experience with the aim of empowering family/carers and building their capacity.
- Works within the Intentional Peer Support Framework in delivering support to family and carers.
- Maintain an active caseload and work cooperatively with team members to ensure continuity of care and provision of a comprehensive service to young people and their family/carers.
- Assist in the development of care plans for young people, considering the role family/carers play in the recovery of their young person.
- Complete appropriate referrals, as needed.
- Promotes family inclusive practice across the team and deepens understanding of the complex support carers provide, and the impact this has on them.
- Attend and participate in team meetings, clinical review meetings, professional development, and program planning as required.
- Actively attend and participate in regular operational and peer supervision.
- Complete all organisational accountability and reporting requirements in an accurate and timely manner.
- Collect, collate, and maintain client notes on consumer contacts in Client Management System.

Skills

- **Interpersonal Skills:** Strong communication skills, verbal and written, non-judgemental and client focused.
- **Engagement:** Effective in engaging clients and stakeholders to achieve goals.
- **Problem-Solving:** Seeks diverse information and adapts approaches to problem-solving.
- **Self-Improvement:** Open to feedback and self-care for personal growth, self-aware and reflective.
- **Compassion:** Promotes hope, optimism, and compassion.
- **Teamwork:** Collaborative, inclusive and flexible team player.
- **Autonomy:** Works well individually, proactive and self-motivated in learning and help-seeking.
- **Cultural Competence:** Values and engages authentically with diverse backgrounds and seek support from appropriate team members as needed.
- **Lived Experience:** Values lived experience and works collaboratively with other LLE colleagues.
- **Technical Skills:** Competent in Microsoft Office Suite.



- **Accountability:** Deliver services within the relevant legislative and regulatory framework and in accordance with sound business / service management practice.
- **Organisational Skills:** Strong administrative, time management and organisational abilities.

Experience and Knowledge

- Demonstrated experience in:
 - providing evidence-based support to family / carers, informed by the Intentional Peer Support Framework.
 - working as part of a multidisciplinary team.
 - working with family / carers in the context of severe mental health issues.
- Ability to share experiences of recovery in a way that supports, empowers and brings hope to others while allowing them to lead their own recovery.
- Demonstrated ability to transform personal experience of recovery into skills that support others to achieve and sustain recovery.

Qualification/Registrations/Licences (*Mandatory only*)

- Minimum Cert IV in peer work, mental health, community services, AOD (Alcohol & Other Drugs) or youth work
- Current state-based driver's license

Physical Requirements

- **Office Environment:** Ability to sit for extended periods and use office equipment.
- **Data Entry:** Capability to type and handle administrative tasks.
- **Office Mobility:** Ability to move around the office and attend meetings.
- **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.



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

- 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

Each employee is responsible for their 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).

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.
- Ensures 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.