

<b>Position title</b>	Family Mentor	<b>Reference</b>	hsD: hYEPP
<b>Award &amp; Classification</b>	Award: Reimbursed Volunteer Level: N/A	<b>Reporting to</b>	Program Manager hYEPP
<b>Location</b>	headspace Casuarina	<b>Cost Centre</b>	3410
<b>Section</b>	hYEPP	<b>Program</b>	Mental Health
<b>Approved</b>	Executive Manager Mental Health	<b>Date</b>	March 2018

## Agency Statement

Anglicare NT is a respected provider of quality human services across urban, regional and remote areas of the Northern Territory. Our values of Integrity, Fairness, Respect, Community and Hope are demonstrated through our commitment to strength-based practice, cultural respect, child safety, social justice, community development and partnerships. We aim to make a sustainable difference in the lives of Territorians. Anglicare NT is an agency of the Anglican Church of the NT, formed to respond to the social needs of our diverse communities. We are a member of the Anglicare Australia network.

## Purpose of the Position

You will provide individual and group support to family members and carers of young people whom are current clients of the Darwin headspace Youth Early Psychosis Program (hYEPP). You will have 'lived' experience with supporting a young person who has accessed support through hYEPP. The role is non-clinical and you will receive training and ongoing support, including supervision from a suitably qualified member of the Functional Recovery Program, within the hYEPP. You will be a fully integrated member of our team and will have the opportunity to attend meetings to provide input from a service user perspective. There will be flexibility around the hours and delivery of the support you provide to allow you to work in ways that match with you and the families that you are supporting, while maintaining congruence with the values and purpose of headspace and the program.

You will uphold the values of Anglicare NT and provide quality services within the scope of the position and associated delegations.

## Selection Criteria

### Position specific requirements

1. You will have 'lived' experience with supporting a young person who has accessed support through hYEPP.
2. Demonstrated experience upholding confidentiality, be trustworthy and be willing to adhere to the Anglicare NT Code of Conduct and Policies.
3. Familiarity with the principles of recovery based approaches and ability to apply these in your day to day work and practices.
4. Experience working in a culturally inclusive workplace and be committed to adhere to the principles and practices of cultural competence whilst providing responsive services to the community.
5. Familiarity with using a computer including Microsoft programs and using mobile devices.

## General Requirements

1. Demonstrated commitment to working respectfully with Indigenous and culturally and linguistically diverse clients, communities and staff.
2. Demonstrated capacity and willingness to adhere to legislation, Anglicare NT policies and procedures and a commitment to EEO, WHS, risk management and quality improvement practices.
3. Northern Territory Working with Children Clearance (Ochre Card).
4. National Police Criminal History Report (less than three months old) with acceptable outcome.
5. Northern Territory Driver's Licence.
6. First Aid Certificate (or willingness to obtain if required).

## Key Accountabilities and Responsibilities

### **1. Provide peer mentor support and information to family members and friends of young people experiencing early psychosis.**

- Promote methods of self-care for individual family members from the perspective of a mentor with lived experiences of supporting a young person with mental health issues.
- Provide mentor support by attending and/or co-facilitating the Family Connections Group at headspace Darwin.
- Assist in the development of Mentor led or co-facilitated groups.
- Work where appropriate with other headspace staff to provide culturally respectful community based supports to families.
- Take opportunities to talk about your personal experience of supporting a young person's recovery with families of current hYEPP service users at headspace Darwin.
- Let staff know about any risk, issues or concerns for current headspace Darwin service users.
- Be aware of the Family Mentors boundaries and the limitations of support you can provide.
- Be clear with the family members that you support about your role as a Family Mentor and a previous hYEPP service user.

### **2. Participate in Family and Carer advocacy activities**

- Ensure that Family and Carers are advocated for, and have opportunities for participation around service delivery.
- Work closely with families, clinical staff and relevant committees (such as the proposed Family Reference Group)
- Attend hYEPP specific and headspace staff meetings including clinical reviews to provide input from a Family member's, of hYEPP service user, perspective.

### **3. Create and implement an individual wellness and development plan**

- Be actively engaged in personal self-care activities that promote good mental health and well-being.
- Participate in regular supervision sessions with the Family Mentor Program Coordinator.
- Be willing to create a wellness and development plan with personal self-care activities, goals for your role as a Peer Support Worker and support plan for your mental health.
- Be open to receiving feedback from staff.

## **Other Duties and Requirements**

- Comply with Federal, NT and Local Government legislation, regulations, permits and / or by laws.
- Adhere to Anglicare NT delegations, policies and procedures and general conditions of employment.
- Model Code of Conduct by working cooperatively and effectively with clients, colleagues, management and external stakeholders.
- Comply with funding contracts, operational guidelines, budgets, approved work plans, data collection, reporting requirements and task directives.
- Comply with Anglicare NT's WHS requirements – remain vigilant about the potential for client / customer related behavioural risks and contribute to a safe working environment.
- Support organisational activities linked to Anglicare NT's Reconciliation Action Plan (RAP) including undertaking Aboriginal and Torres Strait Islander cultural competency training.
- Maintain confidential client, personnel and organisational information in line with legislative and organisational requirements.
- Work collaboratively with team members to address service improvement requirements resulting from client complaints, stakeholder feedback and / or internal or external evaluation processes.
- Keep up to date (read) with emails, staff meeting records, AngliShare (intranet) updates and maintain your knowledge of policy and procedures.
- Contribute to organisational planning and review days, promotional activities, key events and quality improvement and accreditation processes as required.
- Participate constructively in supervision, performance reviews, professional development and training as required.
- Maintain attendance, leave and higher duty records in accordance with Anglicare NT's procedures and lodge within specified timeframes for each pay period.
- Other suitable duties as directed from time to time within skill set, knowledge and scope of practice.

## **Delegation of Authority**

Expenditure, Operational / Administrative, Personnel, Management and Legal – as per current Delegation of Authority Schedule (endorsed by the Board and periodically updated).