

POSITION DESCRIPTION
Medicare Mental Health Centre Peer Practice Specialist

RESPONSIBLE TO: Chief Executive Officer (CEO)

REPORTING TO: Medicare Mental Health Centre Manager

SUMMARY OF THE BROAD PURPOSE OF THE POSITION

The Mount Barker Medicare Mental Health Centre is a walk-in, one-at-a-time service providing multidisciplinary and holistic care through clinicians, peers, alcohol and other drug workers, and medical officers. The Centre operates seven days per week in a welcoming, home-like therapeutic environment co-designed with people of lived experience. Our *"peer first / peer last"* approach ensures every visitor's experience is grounded in connection, safety and hope.

The Medicare Mental Health Centre Peer Practice Specialist provides leadership, mentorship and strategic development of the peer workforce across the Medicare Mental Health Centre (MMHC) and the wider organisation.

This role ensures peer practice is developed and supported in line with national standards and frameworks, including the *National Lived Experience (Peer) Workforce Development Guidelines* and *National Standards for Peer Work*.

Working collaboratively with clinical and operational leaders, the Peer Practice Specialist will:

- Mentor and support Peer Workers through education, co-working and reflective supervision.
- Strengthen the integration and sustainability of peer practice across the organisation.
- Support recruitment, onboarding and capability development of peer staff.
- Contribute to policy, governance and workforce planning to embed best practice.
- Network with sector peers to maintain and promote contemporary practice.

This position does not include direct line management responsibilities but provides authoritative guidance on peer practice, supervision, and performance feedback.

Reporting / Working Relationships

- Accountable to the Chief Executive Officer for achieving position outcomes and adhering to Summit Health's values, aims, and policies.
- Reports to the Medicare Mental Health Centre Manager and works closely with the MMHC Operational Lead and Clinical Team Leader.
- Provides guidance, mentorship, and practice development to Peer Workers within the Medicare Mental Health Unit.

- Participates in the organisation's Performance Management Program on a regular basis.

CULTURE AND EXPECTATIONS

All employees are expected to contribute positively to the organisation by displaying the values and expectations contained within our Cultural Framework (Appendix A at the end of this document).

VALUES: TO DO NO HARM - COLLABORATE – TO CONTINUOUSLY IMPROVE

Summit Health is a learning organisation that continually evolves and adapts to opportunities. We operate in a high-trust environment. To support this, all employees must promote and adhere to our values and expectations.

SPECIAL CONDITIONS

- Employment is subject to a satisfactory Working with Children Check and may include other background checks as required by contractual obligations with external funder(s).
- Child Safe Environments and Suicide Prevention training, or a willingness to undertake training, is required.
- Work rostered across 7 days as per service needs.
- Current valid driver's licence and use of own vehicle (with kilometre reimbursement).

STATEMENT OF KEY RESPONSIBILITIES / DUTIES

1. Leadership and Governance of Peer Practice

- Lead the ongoing development of peer practice, embedding lived experience perspectives into service design, delivery and governance.
- Contribute to policy and procedure development to align with peer work principles and national frameworks.
- Support quality, safety and risk management activities through a peer lens.
- Participate in organisational planning, committees, and reviews, providing a lived experience perspective.

2. Mentorship and Workforce Development

- Provide mentoring, supervision and reflective practice to Peer Support Workers.
- Support recruitment, onboarding, induction, and continuing development of peer staff.
- Support a culture of wellbeing, ethical practice and collaboration.

- Promote appropriate and purposeful use of lived experience while maintaining professional boundaries.
- Encourage peer workers to engage in self-care, reflective supervision, and ongoing learning.

3. Practice Excellence and Collaboration

- Ensure peer work reflects trauma-informed, recovery-oriented and strengths-based approaches.
- Role model collaborative multidisciplinary practice and foster positive working relationships between peers and clinicians.
- Maintain oversight of peer practice quality through feedback, observation, and co-working.
- Support evaluation and continuous improvement of peer service delivery.
- Maintain accurate documentation, record keeping, and reporting consistent with policies.

4. Networking and Sector Engagement

- Engage with local, state and national peer networks to remain informed about best practice and innovation.
- Represent the organisation at forums and conferences, advocating for peer work and sharing learnings.
- Build and sustain relationships with external agencies to strengthen referral pathways and collaboration.
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5. Work Health and Safety

- Ensure personal safety and that of others in accordance with the *WHS Act (SA 2012)* and organisational policy.
- Participate in incident reporting, safety training, and policy development as required.

6. General

- Advocate for Summit Health's vision and principles of quality and care.
- Participate in staff meetings and contribute to organisational development.
- Engage in professional learning and maintain a commitment to ongoing development.

PERSON SPECIFICATION

Education

- Certificate IV in Mental Health Peer Work – *essential*.

- Qualifications in leadership, workplace coaching or education – *highly desirable*.
- Qualifications in social services, community or health disciplines – *desirable*.

Experience

- Personal lived experience of mental health recovery and ability to purposefully draw on this to support others.
- Minimum 3 years' experience as a Peer Support Worker in public or community settings.
- Experience mentoring or supervising peer staff and supporting performance development.
- Familiarity with State and National Peer Workforce Initiatives.
- Demonstrated understanding of trauma-informed, recovery-oriented and strengths-based practice.
- Experience working collaboratively within multidisciplinary environments.

Skills and Abilities

- Strong interpersonal, communication, and facilitation skills.
- Capacity to mentor others with empathy and professionalism.
- Sound judgement, ethical integrity and ability to manage boundaries.
- Skilled in conflict resolution and collaborative problem solving.
- Strong organisational and documentation skills; able to manage multiple priorities.
- Competent in Microsoft Office and other digital systems.
- Ability to work both autonomously and as part of a dynamic, multidisciplinary team.

Knowledge

- Understanding of peer work scope, values, and national standards.
- Knowledge of recovery-oriented, trauma-informed practice.
- Awareness of privacy, confidentiality, and governance frameworks.
- Understanding of mental health and community service systems in South Australia.
- Knowledge of organisational governance, compliance and quality systems.



Summit Health Cultural Framework

Values: Do no harm

Collaborate

Continuously improve

	EXPECTATIONS							
	Be Customer Centric	Be Accountable	Be an Engaging Communicator	Problem Solve	Be Collaborative	Be Adaptable and Resilient	Inspire Leadership	Strategic Innovation
INDICATORS	<ul style="list-style-type: none"> Wanting to deliver value Striving to ensure customer satisfaction Deliver on your 'promise' Anticipate customer needs Build relationships at every opportunity CONTINUOUSLY IMPROVE 	<ul style="list-style-type: none"> Offer and embrace innovative solutions Take ownership - its ok to make mistakes if we learn from them Celebrate the achievements! Be open and transparent Communicate all progress to your manager and peers Encourage a solutions-oriented culture DO NO HARM 	<ul style="list-style-type: none"> Ask questions and listen to understand Use positive language Acknowledge other viewpoints Understand the views of others before acting Be clear and concise with your intent, ideas and feelings Shape the opinions of others by applying these traits 	<ul style="list-style-type: none"> Analyse the problem not just from your perspective Consider the options If you've thought it through, back yourself to make the decision Make the decision consistent with our values and Strategic Plan Be creative - think outside the square Proactively address potential problems Anticipate Become the expert in your domain 	<ul style="list-style-type: none"> Be a team player Embrace diversity Acknowledge other viewpoints Be consultative Seek consensus where possible Encourage 'we' language Be a custodian of team culture Identify gaps in team culture Appreciate our great culture, colleagues and opportunities to work and grow 	<ul style="list-style-type: none"> Accept change and embrace challenges Be calm under pressure Take annual leave - recharge batteries See feedback as an opportunity to grow yourself Take up prof. development opportunities Be persistent Recover quickly from setbacks Demonstrate emotional agility Enjoy your work 	<ul style="list-style-type: none"> Foster and support teamwork - eliminate silos Lead by example Develop engaged people and teams Navigate issues calmly Cultivate trust Create an environment for people to thrive in Inspire discretionary effort Read the emotional context of a situation Acknowledge effort not just outcomes 	<ul style="list-style-type: none"> Innovate in line with the big picture Be agile in adapting to changes Always consider other options Factor in our future goals