



**children's health  
& wellbeing local**

Free support for children and their families



**POSITION TITLE: FAMILY ENGAGEMENT LEAD (LIVED EXPERIENCE POSITION)**

<b>Award:</b>	Community Health Centre (Stand Alone Services) Social and Community Service Employees Multi-Enterprise Agreement 2022
<b>Classification:</b>	Social and Community Services Employee - Level 4
<b>Site:</b>	This position is primarily based at our Kangaroo Flat site in Bendigo, however may be required to work from LCHWL partner sites or outreach locations as negotiated.
<b>Hours per fortnight:</b>	60.4 hours per fortnight (0.8 FTE)
<b>Tenure:</b>	Ongoing
<b>Position description developed:</b>	June 2024
<b>Responsible to:</b>	Senior Leader Children's Health Services

**We want (Vision)**

Better health and wellbeing across generations.

**We exist (Mission)**

To work hand in hand with our community to achieve healthier lives.

**We strive for (Values)**

- **Integrity**  
We are authentic and accountable, and we honour our obligations.
- **Respect**  
We build respectful relationships through trust, empathy and collaboration.
- **Inclusive**  
We recognise and promote accessible, safe and holistic supports and services as a basic human right.
- **Innovation**  
Through continuous learning, we ensure an agile, responsive and sustainable service.
- **Togetherness**  
We create a sense of connectedness, pride and support through enjoying our work and being passionate about making a difference.

Our pillars	Consumer and Community	Influence	Visible	Sustainable
The change we want to see	People in our community, especially those most in need, have improved health and wellbeing	We use evidence, data and the voice of our community to shape our supports and services	Our service is identified as a quality provider and our people are recognised as leaders	Our sustainability is based on a healthy culture, improved systems, outcomes and growth



In partnership with Bendigo Health, Bendigo and District Aboriginal Cooperative, Njernda Aboriginal Corporation, Echuca Regional Health, North Central LLEN, Dhelkaya Health, Sunbury and Cobaw Community Health and Maryborough District Health.

The Children's Health and Wellbeing Local is jointly funded by the Victorian Government and the Australian Government through the Head to Health Kids initiative

## **The Role of the Loddon Children's Health and Wellbeing Local Team**

The Loddon Children's Health and Wellbeing Local (LCHWL) provides a range of health and wellbeing services to children up to 11 years of age who may be experiencing some challenges such as developmental, emotional, relational or behavioural concerns. Services are available to families across the Shires of Campaspe, Central Goldfields, Loddon, Macedon Ranges and Mt Alexander, and City of Greater Bendigo. The LCHWL is an innovative model co-designed with partners – paediatric service providers, and people with lived experience - to provide a regionally based system response that improves access across prevention, primary and tertiary care in the Loddon region. The service is particularly targeting those children who are not accessing support under other mechanisms such as NDIS.

Services provided through the LCHWL include paediatric health, mental health support, parenting support, specialist assessments, allied health, family services, care coordination and access to peer support from team members with a lived or living experience of caring for a child with developmental, emotional, relational or behavioural concerns.

The LCHWL has recently been established in response to the Royal Commission into Victoria's Mental Health System and led by Bendigo Community Health Services (BCHS) in partnership with Bendigo Health and regional partners Bendigo and District Aboriginal Cooperative, Njernda Aboriginal Corporation, Echuca Regional Health, Dhelkaya Health, Sunbury & Cobaw Community Health, North Central LLEN and Maryborough District Health.

## **Position Summary**

This position is employed by BCHS and works as an integral part of the LCHWL team.

Lived and living experience roles within the LCHWL will bring their experience of parenting a child with developmental, social, emotional or behavioural concerns to support others and help them navigate their current family goals and challenges. Purposefully sharing stories and reflections with people who have had a similar experience provides a valuable support to people, assisting information sharing, learning and offering hope and assistance in a safe and welcoming environment.

In addition to engaging with families accessing the LCHWL, the position will also offer support to other lived experience roles within the LCHWL, contributing to a well-supported team of peer workers working across the service.

The position will focus on engaging with families from their first point of contact with the LCHWL, and/or as requested across the family's engagement with supports, establishing connection with parents/carers in person or via phone or video call. The position will offer targeted follow up with parents/carers, bringing a peer understanding to the relationship.

The position will also work as part of the multiservice team, supporting the development of programs that are family centred through the contribution of lived experience knowledge.

## Position Responsibilities

The responsibilities of the position are:

- Provide a welcoming environment and engagement opportunity to people accessing the LCHWL through shared, lived experience.
- Work as a member of the LCHWL team to support child and family access to LCHWL services and broader service system navigation.
- Establish connections with families in individual and/or group settings as they engage in LCHWL services.
- Facilitate one to one peer sessions with parents/carers.
- Share and discuss common experiences with parents/carers to build trust and rapport.
- Take a strength-based approach to empower and validate parent/carer experience, being led by the parent/carer's choices.
- Offer targeted support to parents/carers, which will include speaking with families new to the service, offering support to families who may be waiting for service, and connecting with families as they transition out of the service.
- Provide information and resources to parents/carers.
- Align all engagement with local families with the LCHWL client journey policies and procedures.
- Contribute to a positive experience for children and families through the provision of family led care planning.
- Support the LCHWL lived experience team through mentoring and day to day support.
- Actively engage in the multi-disciplinary team to share information and knowledge in support of the best outcomes for children and families.
- Participate in all relevant LCHWL service meetings.
- Complete data collection and client case notes in the established information management systems.
- Participation in supervision tailored to the peer support role.
- Other duties as directed.

## Key Selection Criteria

### Essential:

1. A lived experience of caring for a child who has experienced mental health, social, emotional or behavioural concerns that has been cared for through the community health system.
2. Ability to use your own life experience to provide support and build hope for the future.
3. The ability to engage with parents/carers from a perspective of having a lived experience and develop a trusting and professional relationship whilst maintaining professional boundaries.
4. Demonstrated experience in working in both a team environment and the ability to work independently.
5. Well-developed communication skills.
6. Ability to manage your own wellbeing, including the identification of strategies to support your wellbeing in the workplace.
7. Capability to attend Intentional Peer Support (IPS) training which is conducted in Melbourne over multiple days.
8. Current Police Check and Working with Children Check.

**Desirable:**

1. Knowledge and understanding of the child and family service system.
2. Well-developed computer skills, including report writing and use of information data bases.

**Probationary Period**

Employment with BCHS is conditional on satisfactorily completing a probationary period of six (6) months from date of commencement. During this period your performance will be reviewed with your manager and, assuming this is mutually satisfactory, your employment will be confirmed at the end of this period.

**Staff Review & Development (SRD)**

Each BCHS staff member is required to participate in the annual SRD process. The SRD will be based on the position role and responsibilities and key selection criteria in addition to the relevant branch and team plans and the following performance indicators.

**Position Performance:**

Demonstrate achievement of negotiated performance indicators specific to your position.

- Meet data reporting requirements.
- Participate in supervision and professional development as negotiated with line manager.
- Knowledge and compliance with BCHS' privacy and confidentiality procedures.

**Communication and Teamwork:**

High level communication and interpersonal engagement that contributes to productive and collegial relationships between staff and with consumers.

- Display your capacity for self-awareness through reflection, planning and communication.
- Show evidence of your ability to work co-operatively within a team to achieve team goals.
- Establish and develop as key functions of relationship management, regular and professional communication with all your relevant colleagues.
- Demonstrate alignment and integration of practice according to BCHS' vision, values, and strategic directions.

**Self-Management:**

Demonstrated experience and understanding of the need for ongoing personal and professional development that contribute to self-satisfaction and professional growth.

- Continually develop personally and professionally to meet the changing needs of your position, career and industry.
- Demonstrate behaviours that lead you to achieving your goals.
- Demonstrate understanding and behaviour to reflect BCHS' values.

**Administration and Documentation:**

Through the use of BCHS' processes ensure that all administration and documentation requirements are initiated and completed in a professional and timely manner.

- Show evidence that the administrative tasks of your position are completed in an orderly, timely and accessible manner.

- Demonstrate that your documentation is completed in an accurate, legally and ethically compliant standard, and is produced to an appropriate professional standard.

### **Learning:**

Demonstrated knowledge and application of the capabilities required for this position including knowledge and understanding of appropriate equipment, legislation, policies and procedures.

- Show evidence of knowledge and understanding of BCHS' strategic directions and the ability to link key strategic directions to individual and teamwork plans and individual self-development.
- Demonstrate initiative and enterprise skills that contribute to innovative outcomes.
- Display an appropriate level of awareness of the implications for BCHS of decisions and situations that involve you and others.

### **Diversity and Culture:**

BCHS treats all people with respect; values diverse perspectives; provides diversity training opportunities; and provides a supportive work environment. BCHS is committed to employing people from diverse backgrounds and providing a workplace free from discrimination and harassment.

### **Child Safety:**

BCHS values children from all backgrounds and is committed to making our community a safe, nurturing and welcoming place for children to grow and develop. We are committed to making sure **all** children to reach their individual potential.

### **Other Essential Requirements**

#### **Staff will:**

- Complete all required probity checks **before** employment is confirmed.
- Provide vaccination information that meets the requirements for healthcare workers.
- Present a copy of original professional qualifications document or registration (if required).
- Receive and comply with BCHS' policies and procedures including the Code of Conduct.
- Actively contribute to continuous quality and service delivery improvement through the organisation.
- Be proactive in risk identification, notification and management.

### **BCHS believes that “Quality is everyone’s business, safety is my responsibility”**

Co-operate with and contribute to BCHS' Occupational Health and Safety procedures and participate in appropriate safety information and education activities as required.

### **Other Information**

- Salary packaging would be available to the successful applicant.
- BCHS' Employee Assistance Program is available to employees and immediate family.
- BCHS is an equal opportunity employer.
- All BCHS sites are smoke and vape free workplaces.
- BCHS has a commitment to environmental sustainability.