Personas

Type	Bio	Motivations	Goals	Frustrations
Lived Experience Consultant (LEC)	Name: Ben Age: 24 Occupation: Y Change Consultant Trainee Location: Melbourne CBD Traits: Caring, Curious, Adventurous, Learner Ben just graduated from University. He decided to join Y Change program and is now currently undergoing training to be a Lived Experience Consultant. He is curious, eager to learn and is caring to others. Having gone through homelessness, he is empathetic towards those who are disadvantaged and seeks to help them.	• Ben's homelessness has led to falling behind in developing professional skills such as collaboration and leadership. He has a long-term goal of pursuing a teaching career. • As an LEC, he is inspired to help other young people with lived experience to achieve their own goals.	• Identify what strengths and skills he currently has • Understand and plan for the areas he should focus on next to improve his professional skills • Monitor his own professional growth over time	• He's not too tech savvy and finds online registration processes awkward. • He's not fully confident in his leadership skills to become a teacher. • He has had some difficulties finding employment in the past.
Supervisor	Name: Jenny Age: 38 Occupation: Y Change Senior Supervisor Location: Melbourne CBD Traits: Understanding, Encouraging, Generous, Kind, Leader Jenny is a senior supervisor of Y Change program. She is a kind and understanding leader. As a supervisor, she wishes to be able to see the growth and developments of her team members. She wishes to be able to train her team to be good leaders as well.	• Seeing the LECs' need for assistance in their skill development, Jenny really wants to help them achieve their goals. • She wants to empower LECs to find and have more confidence in their strengths • She thinks that with the help of a digital tool, the process can be more structured, less time-consuming, and can be scaled to help more people in need.	• Establish rubrics of evaluation for the development of professional skills • Monitor the development of peer workers assigned to /supported by them • Provide feedback to her assigned peer workers • Manage all her assigned peer workers within a central system • Manage the content of the tool to fit with her peer workers' progress	• Evaluating and assessing personal skills on an individual basis is tedious and hard to keep track of • Supervisions are currently done with no concrete structure (ad-hoc) • Feedback sessions are time-consuming (offline, no briefing beforehand)

Ben (Lived Experience Consultant)

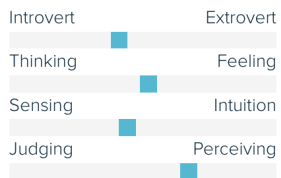*"I want to know how far I've come and how I can keep growing."*

Age: 24
Work: Y Change Consultant Trainee
Location: Melbourne, VIC
Character: Learner

Caring   Curious   Empathetic

Bio

Ben has just graduated from University. He decided to join Y Change program and is now currently under training to be a Lived Experience Consultant. He is curious, eager to learn and is caring to others. Having gone through homelessness, he is empathetic towards those who are disadvantaged and seek to help them.

Motivations

- Ben's homelessness has led to falling behind in developing professional skills such as collaboration and leadership. He has a long-term goal of pursuing a teaching career.
- As an LEC, he is inspired to help other young people with lived experience to achieve their own goals.

Goals

- Identify what strengths and skills he currently has.
- Understand and plan for the areas he should focus on next to improve his professional skills.
- Monitor his own professional growth over time.

Frustrations

- He's not too tech savvy and finds online registration processes awkward.
- He's not fully confident in his leadership skills to become a teacher.
- He has had some difficulties finding employment in the past.

Personality

Introvert	Extrovert
Thinking	Feeling
Sensing	Intuition
Judging	Perceiving

Jenny (Supervisor)

Understanding   Encouraging   Generous

Bio

Jenny is a senior supervisor of Y Change program. She is a kind and understanding leader. As a supervisor, she wishes to be able to see the growth and developments of her team members. She wishes to be able to train her team to be good leaders as well.

Motivations

- Seeing the LECs' need for assistance in their skill development, Jenny really wants to help them achieve their goals.
- She wants to empower LECs to find and have more confidence in their strengths
- She thinks that with the help of a digital tool, the process can be more structured, less time-consuming, and can be scaled to help more people in need.

"I want to see my peer workers become more well-rounded and impactful individuals."

Age: 38
Work: Y Change Senior Supervisor
Location: Melbourne, VIC
Character: Leader

Goals

- Establish rubrics of evaluation for the development of professional skills
- Monitor the development of peer workers assigned to/supported by them
- Provide feedback to her assigned peer workers
- Manage all her assigned peer workers within a central system
- Manage the content of the tool to fit with her peer workers' progress

Frustrations

- Supervisions are currently done with no concrete structure (ad-hoc)
- Evaluation rubrics are tedious to create for different skills without a unified template
- Feedback sessions are time-consuming (offline, no briefing beforehand)

Personality

Introvert	Extrovert
Thinking	Feeling
Sensing	Intuition
Judging	Perceiving