

Eastern Health

POSITION DESCRIPTION

Position Title:	Lived Experience Early Career Coordinator
Award Classification:	Lived Experience Level 3 – MP36 to MP39
Award / Agreement Name:	Victorian Public Mental Health Services Enterprise Agreement 2020-2024
Position Reports to:	Manager, Capability & Innovation – Lived Experience Workforce

EASTERN HEALTH – HEALTHIER TOGETHER

Eastern Health is one of Melbourne’s largest metropolitan public health services. We provide a comprehensive range of high quality acute, sub-acute, palliative care, mental health, drug and alcohol, residential care, community health and statewide services to people and communities that are diverse in culture, age and socio-economic status, population and healthcare needs



1. POSITION PURPOSE

Eastern Health is committed to embedding lived experience as a transformative force within our mental health services. We recognise the unique value that lived experience brings, not only in enhancing service delivery, but most importantly, in improving outcomes for the people who use our services. Our Lived Experience Workforce is a catalyst for change, offering insights and expertise that cannot be replicated by those without personal experience of mental health challenges or supporting someone through them.

The Lived Experience Early Career Coordinator will lead the development, coordination, administration and continuous improvement of early-career programs for the Mental Health & Wellbeing Lived Experience Workforce. This designated Lived Experience role encompasses orientation, training, and capability development of early-career peer workers, as well as daily operations of the Student Placement Program for Certificate IV in Mental Health Peer Work students, with a view to implementing and coordinating a Peer Cadet program in future. Drawing on prior experience in mental health peer work roles and a sound understanding of policies and processes relevant to new peer workers, the Early Career Coordinator uses their expertise to shape early-career development programs and embed the highest level of practice standards from the outset, ensuring students, peer cadets and newly employed lived experience workers are set up for success in their Lived Experience careers.

Reporting to the Manager, Capability and Innovation – Lived Experience Workforce, the Early Career Coordinator provides training, mentoring, task and discipline supervision to students, peer cadets and new lived experience workers at lower levels. Although the Early Career Coordinator will work independently and be responsible for prioritising their own work, close collaboration with Lived Experience Workforce leadership, operational teams and external training providers is required.

The purpose and functions outlined in this description have been developed using the Capability Framework for the Mental Health and Wellbeing Workforce (2023), and the Mental Health Lived Experience Workforce Discipline Frameworks (2025), as well as extensive co-design within Eastern Health.

2. MAJOR DUTIES AND/OR RESPONSIBILITIES

- **Collaborate** with training providers, Lived Experience Workforce leadership, and operational leads to create meaningful and supportive student placement, orientation and early-career development experiences.
- **Coordinate the Student Placement Program** day-to-day, including reviewing student applications, managing compliance through the Placeright database, coordinating rosters and activities, delivering student orientation, and resolving or escalating challenges.
- **Plan and coordinate orientation and early career programs** for new peer workers, ensuring a welcoming and supportive onboarding experience.
- **Design, coordinate, and deliver training** and capability-building initiatives tailored to students, cadets and early-career peer workers.
- **Lead the design and future implementation of a Peer Cadet Program**, including stakeholder engagement, program planning and evaluation.
- **Support students, cadets, new peer workers and task supervisors** throughout their journey with mentoring, student task supervision, individual and group discipline supervision, co-reflection opportunities and strength-based feedback.
- **Identify and respond to capability gaps** and workforce development needs through close collaboration with Lived Experience Workforce leadership.
- **Ensure effective and timely communication** with students, cadets, team members, partnering training providers, and other internal and external stakeholders

- **Develop and maintain systems and processes** to ensure the placement program, cadetship program, orientation and early career development programs are responsive, effective and sustainable.
- **Track program outcomes**, ensure compliance with national training requirements and Eastern Health policy, maintain accurate records, and contribute to ongoing program evaluation and improvement.
- **Promote the student placement and cadet programs** within Eastern Health, with training providers, and across the sector through a variety of channels and engagements.
- **Identify innovation opportunities** to expand early-career peer workforce development initiatives across the service.
- **Support continuous improvement and service development** through lived experience leadership and collaborative practice.

3. SAFE PRACTICE AND ENVIRONMENT

Occupational Health and Safety

Eastern Health is committed to provide and maintain a working environment for all staff that is safe and without risk to health. All staff are to take care of their own health and safety and the health and safety of any other person who may be affected by your acts or omissions at the workplace. Understand responsibilities and accountabilities to yourself and others in accordance with OH&S legislation and Eastern Health policies and promote a working environment that is congruent with these guidelines. This includes staff reporting of all clinical and OHS incidents and near misses, particularly those related to Occupational Violence, Manual Handling and Slips, trips and falls.

Staff are required to comply with all state legislative requirements in respect to the Occupational Health and Safety Act 2004 and the Workplace Injury Rehabilitation and Compensations (WIRC) Act 2013.

4. TRAINING AND DEVELOPMENT

Relevant, practical and timely education should direct, facilitate, enhance and support the professional growth and practice of employees in a health environment characterised by change. All programs should endeavour to promote evidence-based practice, a problem-solving approach and to be competency based.

5. QUALITY

As a staff member of Eastern Health, staff are required to comply with Eastern Health performance standards and participate in continuous monitoring and improvement as part of your role. You are also required to comply with legislation, professional standards and accreditation standards.

As a staff member employed by Eastern Health services you must have and maintain the appropriate skills and knowledge required to fulfil your role and responsibilities within the organisation. In addition, you must ensure that you practice within the specifications of this position description, and where applicable within the agreed scope of practice.

6. CONFIDENTIALITY

Any information obtained in the course of employment is confidential and should not be used for any purpose other than the performance of the duties for which the person was employed. Staff are bound by the Information Privacy Act 2000 and the Health Records Act 2001.

7. EQUAL EMPLOYMENT OPPORTUNITY

You agree to adhere to the Equal Employment Opportunity policies and practices of the Health Service. Discriminatory practices, including sexual harassment, are unlawful. The Health Service will not tolerate discriminatory behaviour and any such conduct may lead to the invoking of the Disciplinary Policy and Procedure, which may result in termination of employment.

8. PERFORMANCE DEVELOPMENT

A Performance Review, that includes agreed targets, will occur three (3) months from commencement and then annually on the basis of the duties and responsibilities outlined in this position description. This is an opportunity to review personal and the allocated work unit's service performance, facilitated by the setting of objectives/goals and ongoing evaluation of performance and achievement. Objectives will be developed annually, documented, discussed and agreed with the immediate line manager, who will act as the assessor. The incumbent is expected to demonstrate and show evidence annually of on-going self and allocated work unit's service development.

9. EASTERN HEALTH'S PROMISE

Our promise to our communities, patients, consumers and staff is that we will be **HEALTHIER TOGETHER**. Bolder than a vision for the future, our promise calls us to action. We know that working together is the only way we can achieve what is necessary for a healthier future.

Our values are ones in action and are the behaviours that matter most.

- Respect for all
- Safe always
- Partnering in care
- Learning and improving everyday

Learning from the challenges of the past and looking to the future, we understand that we are building towards a more engaged, more reliable, always safe health service in partnership with our people to improve every day.

10. ATTACHMENTS

- Attachment 1 Key Selection Criteria

11. NOTE

Statements included in this position description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all-inclusive.

Prior to accepting any offer of employment, prospective employees will be required to read and commit to the Eastern Health Code of Conduct, including (but not limited to) issues of Occupational Health and Safety, Equal Opportunity and Confidentiality.

Vaccination against infectious disease is a mandatory requirement of this role. An offer of employment is conditional on you providing evidence that you are currently vaccinated against COVID-19, prior to commencing employment.

Signed: _____

Date: ____/____/____

Manager

INCUMBENT STATEMENT

I _____ (Incumbent Name) have read, understood and accepted the above Position Description and associated Attachments.

Signed: _____

Date: ____/____/____

ATTACHMENT 1

KEY SELECTION CRITERIA

Essential

- **Training and Qualifications:** Certificate IV in Mental Health Peer Work.
- **Lived Experience:** Personal lived experience of mental health challenges, or direct experience supporting someone with mental health challenges.
- **Workforce Experience:** Substantial experience providing peer work within a Mental Health Lived Experience Workforce and sound knowledge of relevant processes and practices.
- **Workforce Development:** Demonstrated passion and capability in supporting students, cadets and/or early-career peer workers.
- **Training Delivery:** Ability to develop and facilitate engaging orientation and training sessions.
- **Communication:** Excellent interpersonal, written, and verbal communication skills, with the ability to engage diverse stakeholders.
- **Organisation and Adaptability:** Highly organised and adaptable, able to prioritise own work, make decisions and problem-solve creatively, and manage multiple priorities in a dynamic environment.
- **Technology Proficiency:** Highly proficient in Microsoft Office Suite and confident using a range of technologies and programs.
- **Autonomy and Collaboration:** Ability to work both autonomously and collaboratively and seek support as required.

Highly desirable

- **Additional Qualifications and Experience:**
 - Experience in student supervision, line supervision or lived experience discipline supervision.
 - Certificate IV Training and Assessment, or other TAE qualifications.
 - Experience working with TAFEs/RTOs as a trainer and assessor, or in a design, auditing or administrative capacity.
 - Understanding of competency-based training and/or VET training packages.
 - Experience with project management or coordination.
 - Intentional Peer Support core training, or willingness to obtain.
- **Cultural and Linguistic Awareness:** An understanding of the diversity of the cultural and linguistic backgrounds of our community (including Aboriginal and Torres Strait Islander people), and the impact this has on consumers' experiences of mental ill health and recovery.
- **Mental Health System Knowledge:** Awareness of current issues and directions in public mental health and knowledge of the mental health system, including a willingness to learn about the Recovery Framework and other strategic directions.
- **Commitment to Service Improvement:** Demonstrated commitment to driving positive change and improvement within public mental health services through lived experience and collaborative practice.

Aboriginal & Torres Strait Islander Candidates

Eastern Health's Aboriginal Workforce Plan 2023 – 2026 was released in February 2023. With a strong focus on cultural safety and belonging, actions included in the Workforce Plan provide practical supports for all Aboriginal and/or Torres Strait Islander staff.

An Aboriginal Employment Coordinator is available to ensure each person has culturally safe and positive employee experiences which foster belonging and access to diverse experiences and career pathways. Should you require further information regarding this position or support to complete an application, please contact the Recruitment Manager for this position or Eastern Health's Aboriginal Employment Coordinator at Aboriginal.Workforce@easternhealth.org.au