

Eastern Health

POSITION DESCRIPTION

Position Title:	Family Carer Senior Peer Support Worker Mobile Support & Treatment Team / MSTT
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 - 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 Family Carer Senior Peer Support Worker will collaborate with the Outer East Mobile Support & Treatment Team (MSTT) to deliver exceptional support and foster participation opportunities for carers in the mental health and wellbeing program. Grounded in shared lived experience and firsthand knowledge of the mental health care system, this role relies on independence and self-direction.

The Family Carer Senior Peer Support Worker plays a key leadership role within the Eastern Health Mental Health & Wellbeing Program (MHWP). Working across a range of psychiatric settings, this role collaborates with staff and management to ensure meaningful support and participation opportunities for families, carers and supporters. This position requires a high degree of autonomy and independent practice.

As an integral member of a multidisciplinary team, including nurses, psychiatrists, and allied health professionals, the Family Carer Senior Peer Support Worker brings a complementary perspective to clinical care. Through structured peer support, they assist families, carers and supporters in navigating their individual caring journeys. By fostering collaborative relationships and open communication, the role empowers families, carers and supporters to make informed choices, build hope, and connect with meaningful roles and relationships in their communities.

In addition to direct peer support, the Senior Family Carer Peer Support Worker provides leadership within the peer workforce. This includes delivering advanced peer support in complex or crisis contexts, mentoring new staff, and offering supervision to Level 2 Peer Workers or Certificate 4 Mental Health Peer Work students. The role also contributes to service improvement by advocating for the inclusion of carer perspectives in planning and evaluation processes.

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

2. MAJOR DUTIES AND/OR RESPONSIBILITIES

- **Advanced Peer Support:** Provide one-on-one and group peer support, including crisis intervention for complex cases, and backfill for absent peer workers, as required by the service.
- **Support new workforce members** to orientate to the workforce and the broader Mental Health and Wellbeing Program.
- **Discipline Specific Supervision:** Offer individual discipline specific supervision to Level 2 Peer Workers and Certificate 4 students, as required by the service, utilising lived experience and significant peer work experience to mentor and enhance their professional development and resilience.
- **Act as a trusted sounding board** for colleagues, offering guidance and reflective support on practice related matters when needed and orientation to new workforce members.
- **Service Collaboration:** Work collaboratively with the wider Lived Experience Workforce, clinicians and leadership, including attending key multidisciplinary meetings to promote

recovery-oriented practice and ensure Family Carer Lived Experience Workforce involvement in decision making.

- **Service Improvement:** Contribute to continuous service improvement through liaising with the Lived Experience Workforce, leadership and in particular, utilising Carer Consultants to improve local practices, policies and procedures for engaging and supporting families, carers and supporters in service delivery.
- **Education on Peer Work:** In conjunction with the Lived Experience Workforce, Lived Experience Educators, and leadership, support education of Family Carer Peer Workers and non-lived experience staff on peer work principles, identifying training opportunities that enhance staff understanding of the function and scope of family carer peer work.
- **Advocacy and Representation:** Actively advocating for the individual needs and rights of families, carers, and supporters in internal discussions and meetings, ensuring their experiences inform service practices and decision-making processes.
- **Lead Family Carer Lived Experience Workforce co-reflection sessions** and feedback sessions, as required by the service.

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 Compensation (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 based on 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: ____/____/____

Katherine Dowson

Associate Program Director – Lived Experience

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

- **Lived Experience:** Demonstrated lived experience supporting a person with mental health challenges, preferably within a public mental health service.
- **Peer Support Work:** Experience in delivering family carer peer support across diverse settings, which may include inpatient units, community teams, specialist teams or have relevant sector experience that demonstrates skills applicable to the role, including the ability to engage effectively with a variety of families, carers and supporters and adapt techniques to meet individual needs.
- **Intentional Sharing of Lived Experience:** Ability to support families, carers and supporters through the intentional and effective sharing of personal lived experience and the shared experiences of others, fostering connection and hope.
- **Understanding Diverse Needs:** Understanding and awareness of the diverse needs and experiences of families, carers and supporters and the impact these have on their caring role.
- **Empathy and Understanding:** Demonstrated empathy and insight into the broad impacts of mental illness on consumers, families, carers and supporters including emotional, social, and systemic challenges.
- **Relationship Building:** Strong ability to build and maintain relational connections with families, carers and supporters, lived experience staff and clinicians. Includes acting as a trusted sounding board for colleagues on practice-related matters and supporting orientation of new workforce members.
- **Conflict Resolution:** Well-developed skills in conflict resolution and mediation, particularly in contexts involving differing views, roles, or lived experiences.
- **Provision of Supervision:** Experience in, or willingness to undertake training for, providing supervision to Family Carer Lived Experience Workers and/or Certificate 4 Mental Health Peer Work students, as required by the service.
- **Intentional Peer Support (IPS) Training:** Completion of IPS training or a willingness to undertake this training within the first 6 months of employment, or as places become available.
- **Self-Awareness and Recovery:** In-depth understanding of your wellbeing processes, with a commitment to engaging in supports that ensure safe and effective role delivery.
- **Group Facilitation:** Willingness and ability to support the development and/or facilitation of group activities.
- **Digital Literacy:** Proficiency in using Microsoft Office applications including outlook, word and excel.
- **Strong interpersonal and communication skills** (written and verbal) with an ability to communicate warmly and effectively to build relationships and maximise opportunity for positive outcomes.
- **Legislative Compliance:** Willingness to work within the requirements of the Mental Health and Wellbeing Act and uphold relevant legislative and ethical standards.
- **Flexibility and Mobility:** Ability to travel between sites as required.

Highly desirable

- **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' and consumers' experiences of mental ill health and recovery.
- **Qualifications:** Formal qualifications are not mandatory for this role but may be helpful and include Certificate 4 in Mental Health Peer Work.
- **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