

Eastern Health

POSITION DESCRIPTION

Position Title:	Family Carer Peer Support Worker – Community Teams Lived Experience Workforce
Award Classification:	Lived Experience Level 3 – 3.1 to 3.4
Award / Agreement Name:	Victorian Public Mental Health Services Enterprise Agreement 2025-2028
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 Peer Support Worker plays a key 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 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.

The Family Carer Peer Support Worker will leverage their personal caregiving experiences to offer guidance, emotional support, and practical assistance to families, carers and supporters and advocate their continuous involvement in mental health care planning.

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

- **Lived Experience Sharing:** Appropriately, safely and purposely share personal lived experience to support, validate and bring hope to families, carers, and supporters to move forward in their lives, guided by peer support principles.
- **Direct Peer Support Work:** Provide one-on-one support to families, carers and supporters in a timely manner, both in person, by phone or online connections, by using personal lived experience and engaging in compassionate listening to offer hope, validation and guidance. Work alongside families, carers and supporters to identify their support needs and how best to address these. Work within the scope and boundaries of carer peer support and from the family carer lived experience discipline.
- **Wellbeing Support:** Encourage and assist families, carers, and supporters to look after their own wellbeing, including facilitating linkages to appropriate supports and resources within the services and the wider community and encouraging them to (re)establish and maintain connections with their wider community.
- **Advocacy:** Advocate on behalf of families, carers, and supporters and support them to self-advocate to clinical teams, articulate their perspectives, and ensure their needs and preferences are included in care planning. Work closely with the Carer Consultant and/or leadership to identify and report collective themes and issues to the health service and external bodies.

- **Collaborative Care:** Work collaboratively with the Lived Experience Workforce, clinical staff and other professionals to holistically understand and support the wellbeing needs of consumers and their families, carers, and supporters.
- **Escalation of Care:** Be aware of duty of care obligations and follow procedures in line with the service's escalation guidelines and pathways specifically when families, carers or supporters disclose concerns or issues around the consumer's or the caregiver's health and wellbeing, including family violence concerns.
- **Education:** Provide individual families, carers and supporters with current and credible general information around mental health challenges, and recovery. Support families, carers and supporters to access further information directly from the clinical team where appropriate.
- **Record Keeping:** Record and document carer contact within the service medical electronic system as required. Record and achieve targets set for the role as guided by the service.
- **Values:** Align with values and principles guided by the Mental Health Family Carer Lived Experience Discipline Framework.
- **Provide supervision** to a growing cohort of Certificate 4 Mental Health Peer Work students completing placement within the service.
- **Willingness** to support new lived experience workers as part of their orientation.

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 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: ____/____/____

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

- **Lived experience:** Demonstrated lived experience supporting a person with mental health challenges, preferably within a public mental health service.
- **Peer support work:** An awareness of the guiding principles, values, and ethics of family carer peer work pertaining to the Family Carer Lived Experience Discipline Framework.
- **Skills acquisition:** A willingness to acquire foundational skills in applying one's lived experience within a peer work framework, focussing on basic peer support techniques, empathetic and compassionate engagement.
- **Resilience** to support families, carers and supporters of individuals who have a range of complex mental health challenges, who may be in extreme stress or crisis.
- **In-depth understanding** of your own wellbeing process and demonstrated willingness to engage in wellbeing supports where appropriate to ensure the delivery of the role effectively and safely.
- **Completion of Intentional Peer Support (IPS)** training or a willingness to complete within 6 months of employment, or as places become available.
- **Understanding** of trauma informed approaches, and/or a willingness to deepen your knowledge in this area. Recognising how trauma affects people and how to foster physical and emotional safety to empower and avoid re-traumatisation.
- **Ability** to build and maintain networks and working relationships across the Lived Experience Workforce, clinical workforce (as required) and relevant lived experience networks.
- **Legislative Compliance:** Willingness to work within the requirements of the Mental Health and Wellbeing Act and uphold relevant legislative and ethical standards.
- **Ability** to work collaboratively and effectively as part of a multidisciplinary team where the Lived Experience Workforce, together with clinicians work to achieve the best outcomes for consumers, families, carers and supporters.
- **Openness** to learning, developing and viewing difficulties as an opportunity to learn.
- **Willingness to engage in reflection** with team members by sharing and listening to professional experiences.
- **Willingness to be involved** in the development and/or (co) facilitation of group activities based on experience and the requirements of the service.
- **Provide supervision** to a growing cohort of Certificate 4 Mental Health Peer Work students completed placement within the service.
- **Willingness to support** new Lived Experience Workers as part of their orientation.
- **Sound work practice and planning skills**, including the ability to manage time and workforce demands by balancing the needs of the service and the service user.
- **Ability to use Microsoft 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.
- **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