

Eastern Health

POSITION DESCRIPTION

Position Title:	Lived Experience (Consumer) Peer Practitioner
Award Classification:	Level 4
Award / Agreement Name:	VICTORIAN PUBLIC MENTAL HEALTH SERVICES ENTERPRISE AGREEMENT 2025-2028
Position Reports to:	Clinical Manager

EASTERN HEALTH – GREAT CARE, EVERYWHERE, EVERY TIME

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

SPECTRUM

Spectrum specialises in personality disorder and complex trauma. Spectrum is a centre of clinical excellence for personality disorder and the statewide specialist personality disorder service for Victoria, funded by the Department of Health and provided by Eastern Health.

Spectrum provides direct clinical care for people with complex and or severe personality disorder, secondary consultations and second opinions for clinicians working with people experiencing complex trauma or personality disorders and workforce development opportunities. Underpinning these areas are Spectrum’s research, innovation and evaluation activities. Spectrum provides leadership and advocacy for appropriate access to evidence based healthcare and other supports for individuals and their carers living with personality disorder across Australia.

www.spectrumbpd.com.au



1. POSITION PURPOSE

The position is based in Richmond within a statewide service specialising in personality disorder and complex trauma.

The Consumer Peer Practitioner - Level 4 is an advanced lived experience practice role that applies specialist consumer expertise to improve service access, recovery-oriented care and system responsiveness for people living with personality disorder and complex trauma.

The role works under broad direction, exercising professional autonomy and independent judgement within defined scope, while complying with management instructions, policies and procedures, and contributes specialist lived experience advice to service development, workforce capability and consumer participation initiatives. The role does not include formal managerial, budgetary or line-management responsibilities.

2. MAJOR DUTIES AND/OR RESPONSIBILITIES

The incumbent will:

- Work collaboratively within the Lived Experience Consumer and Carer team to strengthen lived and living workforce practice and contribution
- Provide individual and group consumer peer support informed by personal lived experience of recovery and engagement with public mental health services.
- Support consumers to navigate treatment pathways, understand their rights and responsibilities, and access relevant services, supports and community resources.
- Deliver peer support using a range of modalities including in-person, telehealth and phone-based approaches, in line with recovery-oriented and trauma-informed practice.
- Exercise professional judgement to manage boundaries, safety and scope of practice in accordance with organisational policy.
- Provide specialist lived experience consultation to internal and external stakeholders to inform service responses, access pathways and consumer-focused improvements for people with personality disorder.
- Represent consumer lived experience perspectives in multidisciplinary forums, service planning processes and organisational initiatives.
- Contribute expert advice that supports the integration and valuing of lived experience perspectives across Spectrum and partner services.
- Contribute to co-production and co-design activities that inform policy, guidelines, service initiatives and resources.
- Support mechanisms that enable meaningful consumer participation in service design, evaluation and quality improvement.
- Provide lived experience input into service evaluation and improvement activities, including participation in research and evaluation processes where appropriate.
- Ability to support workforce education initiatives through co-design and co-delivery
- Contribute lived experience expertise to workforce development initiatives, forums and conferences, as required and within role capacity.
- Support reflection on peer practice and contribute to peer learning activities within the Lived Experience workforce.

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, in particular 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.

You are expected to participate in the personal development process on an annual basis.

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.

You are responsible for ensuring safe high quality care in your work. This will include complying with best practice standards, identifying and reporting any variance to expected standards and minimising the risk of adverse outcomes and patient harm. In addition, you will ensure that service and care is consistent with the EH approach to patient and family centred care.

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
- Attachment 2 Additional Information

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

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ESSENTIAL

- Lived experience as a person with a diagnosis of personality disorder.
- Lived experience accessing treatment and support within the public mental health system (preferably including community, inpatient and emergency settings).
- Minimum two years' experience working in a lived experience peer support role and/or group facilitation setting.
- Demonstrated application of peer support principles and the intentional use of lived experience to promote hope and recovery.
- Demonstrated understanding of recovery-oriented, trauma-informed and strengths-based practice.
- Ability to build effective working relationships across disciplines while operating within agreed roles, responsibilities and organisational expectations.
- Ability to maintain peer role integrity while engaging constructively in supervision and performance-development processes.
- Demonstrated ability to provide specialist lived experience advice that informs service improvement in collaboration with management and multidisciplinary teams.
- Strong collaboration, communication and interpersonal skills.
- Demonstrated commitment to culturally safe and inclusive practice, in line with organisational policies and community expectations.
- Demonstrated capability to represent lived-experience viewpoints in public or professional forums, with appropriate preparation and organisational approval.
- Ability to organise work autonomously while meeting agreed timelines and management expectations.
- Basic computer literacy.
- Completion of Certificate IV in Mental Health Peer Work, IPS (Basic Training), or equivalent lived-experience workforce qualification and/or experience recognised as equivalent.
- Satisfactory police check.

DESIRABLE

- Completion of, or commitment to undertake, IPS (advanced Training) or Consumer Supervision training.
- Experience contributing to service development, education or system improvement initiatives.
- Knowledge of relevant legislation and frameworks including the Mental Health Act and recovery-oriented practice frameworks.
- Current Victorian Driver's Licence, as occasional statewide travel may be required.

Aboriginal & Torres Strait Islander Candidates

Eastern Health's Aboriginal Workforce Plan 2023 – 2026 has recently been released. 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

ATTACHMENT 2

Eastern Health/Department/Specialty Information & additional position requirements

Position Title:	Lived Experience Peer Consumer
Department / Specialty Area	Spectrum
Campus / Physical Location	Richmond

ORGANISATIONAL CONTEXT

Eastern Health

Eastern Health is a leading provider of health care in the eastern region of Melbourne and incorporates Acute: Aged Care, Rehabilitation and Community Health and Mental Health and Alcohol & Drug Services across a number of large, medium and small work locations.

LOCAL WORK ENVIRONMENT

Statewide Services

The Statewide Services Program consists of Turning Point, Hamilton Centre, and Spectrum. Turning Point is a Victorian specialist alcohol, drug and gambling organisation that integrate treatment and support services with research, education and training. Spectrum is Victoria's only statewide centre for the specialist treatment of personality disorder and complex trauma and provides training and education and contributes to research in this area.

Spectrum

Spectrum is a centre of clinical excellence for personality disorder. Its mission is to apply best available evidence to improve treatment and recovery for those with borderline personality disorder. Spectrum's work can range from contributing to research, capacity building in the workforce (statewide and nationally), to providing a full clinical service of empirically supported treatment interventions including: specialist assessment and individual and group psychotherapy, biomedical treatments and secondary consultation (including telephone and online). The clinical work is organised across a variety of work domains and staff, who although allocated to a particular area, are expected to work across all these areas as service demand requires.

The clinical work is supported by senior specialists in Workforce Development and Research/Evaluation. Additionally specialist psychiatry cover is provided by a psychiatrist and up to two full time psychiatric registrars.

Clinical leadership is provided by the Deputy Clinical Director, Associate Director and Clinical Managers. Final authority for all clinical matters rests with Executive Clinical Director, Spectrum.

Operational leadership is provided by the Associate Program Director. Final authority for all operational matters rests with the Program Director, Statewide Services.

Various work domains of Spectrum are detailed below:

1. **A complex needs care team** that is agile and resourced to provide tertiary level direct patient services for patients determined as complex and/or suffering severe personality disorders. This includes secondary consultations for clinicians and others treating patients accepted for Spectrum treatment from this team). The team provides treatment and consultation to people supported by specialist AMHS or forensic-corrections services.
2. **Outpatient Treatment Clinics** operating from Richmond provides empirically supported individual and group psychotherapy treatments (Dialectical Behaviour Therapy, Mentalization Based Treatment, Good Psychiatric Management) for people with personality disorder and where indicated, carers and family, referred from the primary, private and public sectors.
3. **Intake service** that receives calls from referrers and the general community. The intake service will process referrals for appropriate assessment and follow up. It will collate, update and distribute information suitable for consumers, their families and carers as well as deliver an expert telephone based secondary consultation for primary health clinicians (GP's, private psychiatrists and GP practice mental health clinicians) and clinicians from Victorian Area mental health services (AMHS) who are treating people with BPD. Telephone services will link to various web based information supports developed and maintained by this team.
4. **A Workforce Development Team** providing training for a range of clinicians in the primary and public sector, Mental Health Community Support workers, as well as carers. This service will also include development initiatives for participating AMHS's that may involve more intensive, integrated packages of training, secondary and tertiary consultation to the AMHS aimed to achieve agreed development objectives, for periods of up to 12 months.
5. **Research and Innovation Team** evaluates Spectrum activities, develops treatments and models of care that are appropriate for Australian health care settings and undertakes broader research and publication activities.
6. **Spectrum Assessment Clinic** provides specialist assessments or psychiatric second opinions for patients referred to Spectrum by AMHS's and GP's.
7. **Personality Disorder Initiative** provides consultation, support and mentoring to Personality Disorder Specialists in six area mental health services as part of a collaborative initiative to increase the workforce capacity to work effectively with people with personality disorder.
8. **A Lived Experience Team**

Turning Point

Turning Point was established in 1994 and amalgamated with **Eastern Health** in October 2009 and is formally affiliated with Monash University. Turning Point is a national addiction treatment centre, dedicated to providing high quality, evidence-based treatment to people adversely affected by alcohol, drugs and gambling, integrated with world-leading research and education. Combining innovative research in the clinical, population health and policy fields, with service innovation, surveillance, system enhancements, capacity building and specialist support, Turning Point directly assists services, communities and government to respond to current and emerging issues.