

# Position Description

## Consumer Peer Worker– Adolescent Intensive Management (AIM) Team

<b>Classification:</b>	Living Experience Worker LLEW Level 2
<b>Business unit/department:</b>	Adolescent Intensive Management (AIM) Team Infant, Child, and Youth Mental Health Service (ICYMHS) Mental Health Division
<b>Work location:</b>	Austin Hospital <input type="checkbox"/> Heidelberg Repatriation Hospital <input type="checkbox"/> Royal Talbot Rehabilitation Centre <input type="checkbox"/> Other <input checked="" type="checkbox"/> Burgundy St clinic
<b>Agreement:</b>	Victorian Public Mental Health Services Enterprise Agreement 2020-2024
<b>Employment type:</b>	Part-Time
<b>Hours per week:</b>	22.8
<b>Reports to:</b>	Team Leader- AIM Program Manager- AIM
<b>Date:</b>	July 2025

### Position purpose

The Consumer Peer works within the Adolescent Intensive Management (AIM) team's multidisciplinary outreach team, under the direction of the Program Manager, Team Leader, the Consultant Psychiatrist, and with additional support from the relevant discipline senior.

In this role the Consumer Peer will primarily provide an intensive outreach mental health service to high risk young people aged 12-18 years, their families and wider service systems within the Austin ICYMHS catchment (i.e., Northern and Northeastern Metropolitan). In line with the Mental Health Royal Commission recommendations AIMS provides service for 12-25 year olds living in the Banyule and Nillumbik Local Government Areas

As a Consumer Peer Worker, it is expected that you will work collaboratively with AIM clinicians and broader ICYMHS staff and teams to support young people who find it difficult to engage in office-based services and are at risk of harm.

### About the Directorate/Division/Department

The Mental Health Division provides care and services through a comprehensive range of teams to meet needs of mental health consumers and carers throughout Victoria. Services are across Adult and Child ; Adolescent and can be bed based or located in the community.

All mental health services work within a clinical framework that promotes recovery-oriented practice and supported decision making. This approach to consumer wellbeing builds on the strengths of the individual working in partnership with their treating team. It encompasses the principles of self-determination and individualized treatment and care.

## About ICYMHS

ICYMHS provides tertiary mental health services to the north-eastern catchment of Melbourne (currently the local government areas of Banyule, Boroondara, Darebin, Nillumbik, Whittlesea, and Yarra). Young people eligible for the service are predominantly aged 0-18 years with only several teams currently available for those aged up to 25 years.

ICYMHS currently have two inpatient units (a child and an adolescent one), a Child and Family Centre, with a YPARC currently being built.

At present there are outpatient community teams and a number of specialist youth outreach teams. There are also several specialist roles such as Infant and Child Specialist, Carer Consultant and AOD Practice Lead etc. The Lived Experience Workforce is embedded with the ICYMHS directorate. ICYMHS now includes the Under 18 Triage Team and the Autism Spectrum Disorder Assessment Program.

Our community teams are based at the Heidelberg Campus of Austin Health, the Burgundy Street site and the Epping site. It is anticipated other teams will be located in the community in the future.

## About AIM:

The AIM Team is part of Austin Health's Infant, Child, and Youth Mental Health Service (ICYMHS). It services young people from 6 local government areas of metropolitan Melbourne. It is one of several outpatient/outreach teams within the service. It provides intensive, outreach, mental health services including screening/assessment, treatment and consultation concerning adolescents experiencing complex social, emotional, and behavioural difficulties and mental health problems. The majority of the caseload consists of young people aged 12-18 years, their families, and systems of care. These are typically young people who are vulnerable, at high risk, and find it difficult to engage in office-based services. In line with the recommendations of the Royal Commission into Mental Health, this team, alongside other ICYMHS teams, is transitioning to provide case management services to include 18-25-year-old youth living in the Banyule and Nillumbik Local Government Areas

The model of care used by the team is informed by a strong neurodevelopmental and early intervention perspectives, family inclusive practice, safety and risk management approaches and dignity in risk-taking, etc. The team work collaboratively in practice and draw on a strong understanding of systems approaches and frameworks to complex care and case management.

Currently the team is situated in the Burgundy St clinic. Travel is required between campuses, and in an outreach capacity for the purposes of fulfilling the needs of the allocated caseload.

## Position responsibilities

- Provide one to one peer support to consumers registered with the AIM team using personal lived experience to provide a model of hope and recovery, including direct, over the phone, and online support.



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- Intentionally provide support that is meaningful to consumers. Provide information about their rights, responsibilities, and opportunities to meet their personal goals;
- Assist consumers to navigate the mental health system and gain more confidence in advocating for their needs/ treatment
- Refer consumers to community and social resources, and support them to take advantage of these referrals through practical support
- Contribute to the maintenance of information about services and resources relevant to consumers, including updated information, such as new laws, services or programs
- Work collaboratively with all staff including clinical staff, case managers, consumers/carer/peer workforce.
- Attend LLEW meetings, workshops and events as required for the role
- Demonstrate sensitivity to diversity issues (CALD, gender, age, sexuality, etc)
- Liaise with clinical staff about consumer concerns, goals and treatment plans
- Participate in handover, clinical review and other meetings to provide consumer perspective.
- Maintain accurate documentation on consumer contact for the purposes of monitoring and evaluation
- Maintain boundaries that protect their and other staff's privacy, as well as consumers privacy
- Comply with professional standards, ethics, confidentiality requirements which apply to all mental health service staff
- Receive support, supervision and debriefing regularly and as required, including Peer Support Reflective Practice
- Contribute to staff development both informally and formally as requested
- Develop an Annual Performance Review and Development Plan (PRD) with your supervisor/line manager and the Discipline Leads for Lived Experience
- Identify and pursue opportunities for staff education that enhance understanding of and respect for the lived experience role.
- Attend regular external supervision with a Lived Experience Consumer Supervisor, as well as internal supervision with the NUM and Senior Lived Experience Coordinator.
- Participate in Austin Lived Experience Worker Network meetings and peer meetings, contributing to quality improvement, policy development, and program enhancement within the Mental Health Division.
- **Key Accountabilities:**
  - Build and maintain supportive relationships with consumers, using trauma-informed and person-centred care approaches.
  - Develop and maintain effective working relationships with internal stakeholders across Austin Health.
  - Demonstrate a commitment to ongoing professional development through self-reflection, supervision, and peer co-reflection.
  - Participate in a minimum of one formal performance appraisal annually, as well as a mid-year performance review aligned with agreed goals.
  - Identify and engage in relevant training opportunities;
  - Apply the best available evidence to continuously improve practice and service delivery.
  - Actively contribute as a member of the Austin Mental Health Division Lived Experience Workforce (LEW) Network.
  - Exercise sound professional judgement and seek advice or support when appropriate.



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- Undertake additional roles or duties, consistent with your experience and training, that support the effective functioning of the team and service.

## Selection criteria

### Essential Knowledge and Skills:

- Lived experience as a person who has received treatment in a public mental health service, with the ability to draw on this experience to support consumers and collaborate with colleagues.
- Understanding of mental health peer support principles and the capacity to use peer support to foster hope and belief in recovery.
- A strong understanding and appreciation of recovery principles, including social connectedness, holistic care, and peer-led examples of wellness.
- Familiarity with the strengths-based model of recovery.
- Demonstrated empathy for and understanding of the broad impact of mental illness on consumers and their carers/families.
- Ability to work effectively within a multidisciplinary team—confidently expressing personal viewpoints while respecting the views of others—and the initiative to work independently when required.
- Cultural sensitivity and the ability to respond to the needs of people from diverse backgrounds, including Aboriginal and Torres Strait Islander peoples and those from Culturally and Linguistically Diverse (CALD) communities.
- Effective verbal and written communication skills.
- Strong time management skills and the ability to manage resources effectively.
- Capacity to work in challenging environments with competing demands.
- Basic proficiency in computer use (e.g., email, documentation, data entry).
- A current, unrestricted Working with Children Check.
- A current and unrestricted Victorian Driver's Licence.

## Professional qualifications and registration requirements

### Desirable:

- Previous experience in a peer support role within a hospital or inpatient mental health setting.
- Certificate IV in Mental Health Peer Work, Intentional Peer Support (IPS) training, or an equivalent qualification.
- Willingness to undertake the aforementioned training if not completed.
- Sound knowledge of relevant legislation and frameworks, including the Mental Health and Wellbeing Act (2022) and the Children, Youth and Families Act, along with recovery-oriented practice principles applicable to mental health services.



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### All Austin Health employees are required to:

- Maintain a safe working environment for yourself, colleagues and members of the public by following organisational safety, quality and risk policies and guidelines.
- Escalate concerns regarding safety, quality and risk to the appropriate staff member, if unable to rectify yourself.
- Promote and participate in the evaluation and continuous improvement processes.
- Comply with the principles of person-centered care.
- Comply with requirements of National Safety and Quality Health Service Standards and other relevant regulatory requirements.

## Other conditions – all roles

### All Austin Health employees are required to:

- Adhere to Austin Health's core values: our actions show we care, we bring our best, together we achieve, and we shape the future.
- Comply with the Austin Health's Code of Conduct policy, as well as all other policies and procedures (as amended from time to time).
- Comply with all Austin Health mandatory training and continuing professional development requirements.
- Provide proof of immunity to nominated vaccine preventable diseases in accordance with Austin Health's immunisation screening policy.
- Work across multiple sites as per work requirements and/or directed by management.

## General information

### Cultural safety

Austin Health is committed to cultural safety and health equity for Aboriginal and/or Torres Strait Islander People. We recognise cultural safety as the positive recognition and celebration of cultures. It is more than just the absence of racism or discrimination, and more than cultural awareness and cultural sensitivity. It empowers people and enables them to contribute and feel safe to be themselves.

### Equal Opportunity Employer

We celebrate, value, and include people of all backgrounds, genders, identities, cultures, bodies, and abilities. We welcome and support applications from talented people identifying as Aboriginal and/or Torres Strait Islander, people with disability, neurodiverse people, LGBTQIA+ and people of all ages and cultures.

### Austin Health is a child safe environment

We are committed to the safety and wellbeing of children and young people. We want children to be safe, happy and empowered. Austin Health has zero tolerance for any form of child abuse and commits to protect children. We take allegations of abuse and neglect seriously and will make every effort to mitigate and respond to risk in line with hospital policy and procedures.



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