Position Description

Consumer Peer Worker– Adolescent Intensive Management (AIM) Team

Classification:	Consumer Peer Lived and Living Experience Worker (LLEW) Level 3
Business unit/department:	Adolescent Intensive Management (AIM) Team Infant Child and Youth Mental Health Service (ICYMHS) Mental Health Division (MHD)
Work location:	Austin Hospital ☐ Heidelberg Repatriation Hospital ☐ Royal Talbot Rehabilitation Centre ☐ Other ☒ 37 Burgundy St Heidelberg **onsite at 37 Burgundy St office with outreach as required**
Agreement:	Victorian Public Mental Health Service EBA 2025-2028
Employment type:	Part-Time
Hours per week:	22.8hrs/week
Reports to:	Team Leader-AIM Program Manager, Central Community and Specialist Teams, ICYMHS
Date:	November 2026

Position purpose

The Consumer Peer Worker is a **Lived and Living Experience role** within Austin Health Infant, Child and Youth Mental Health Services (ICYMHS), and embedded within the multidisciplinary Adolescent Intensive Management (AIM) team. The role draws on the **worker's personal lived and living experience of mental health challenges,** service use and recovery. The position provides high-level, relational, recovery-oriented, trauma-informed and rights-based peer support to consumers experiencing complex, long-term or fluctuating mental health challenges.

Grounded in the principles and tasks of **Intentional Peer Support (IPS)**—*connection, worldview, mutuality, and moving towards*—the Consumer Peer Worker purposefully uses their lived experience to create relationships that support meaningful engagement, reduce power imbalances, foster agency, and promote shared learning. The role models safe, purposeful, and ethical use of lived experience to support young people in exploring their own understanding of distress, recovery, hope, and identity.

A core component of this role is **supporting not only the young person, but also their family, carers, and kin**. The Consumer Peer Worker works alongside these important people in a young person's life to:

- Provide reassurance, guidance, and emotional support in times of crisis

- Share lived experience insights that help families and carers understand distress in more compassionate, non-judgmental ways
- Support communication and relational repair where appropriate
- Build shared hope and alignment around the young person's goals, needs, and preferences
- Encourage environments that uphold the young person's autonomy, cultural identity, safety, and sense of belonging

Consumers engaging with Community programs are often navigating complex systems over extended periods, seeking support for their mental health challenges and wellbeing. The Consumer Peer Worker offers **relational, strength-based, and recovery-oriented support,** whilst walking alongside consumers to navigate the mental health system.

Working collaboratively with clinicians, carers, and community partners, the Consumer Peer Worker provides **one-on-one peer support, consumer-led group facilitation, psychoeducation, and systems navigation**. The role supports consumers to build confidence, set boundaries, reduce isolation, and strengthen their understanding of mental health and developmental needs.

This position fosters **connection, empowerment, and self-advocacy**, promoting a service culture where consumer voices are valued and integrated. By sharing insights from lived experience and promoting mutual learning, the Consumer Peer Worker enhances the program's responsiveness to the diverse and evolving needs of families in the community.

About the Directorate/Division/Department

The Mental Health Division provides care and services through a comprehensive range of teams to meet the needs of mental health consumers and carers throughout Victoria. Services are located across Austin Health campuses and in the community.

The Mental Health Division incorporates three program areas:

- Adult and Older Mental Health Services
- Infant, Child and Youth Mental Health Services and,
- Mental Health Specialty Services.

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

About ICYMHS

The Child and Youth Mental Health Service (ICYMHS) sits within the Mental Health Division and 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 aged 0-25 years. Lived and Living Experience Workforce is also embedded with the ICYMHS Directorate.

Austin Health ICYMHS have two inpatient units (a child and an adolescent one), a Child and Family Centre called Booboop Narrkwarren Nagarra-Jarra-noun and a Youth Prevention and Recovery Centre (YPARC), along with a range of community teams.

The child and youth community teams work alongside specialist outreach teams, an Under 25 Crisis Assessment & Treatment Service (CATS) and a triage team. The work is supported by specialist roles: - Infant and Child Specialists, Carer and Consumer Consultants, Alcohol & Other Drug Specialists, Aboriginal Mental Health Liaison Officers, a group program coordinator and an Autism Spectrum Disorder Assessment Program.

Local service descriptions

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. Most 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 team work collaboratively in practice and draw on a strong understanding of systems approaches and frameworks to complex care and case management.

The team is located at the community outpatient clinic at 37 Burgundy St Heidelberg, with staff working on site with some travel between campuses as required, and community outreach for the purposes of fulfilling the needs of the allocated caseload.

Position responsibilities

Working for and supporting consumers, families, carers and supporters

- Providing empathetic and intentional peer support to consumers whose lives are impacted by mental health and/or substance use challenges, being mindful of the principles of purposeful disclosure.
- Supporting consumers to discover their own solutions and empowering them to take ownership of their individual journey.
- Encouraging and facilitating referrals to internal and external services, support groups and education where appropriate.
- Effective communication skills and the ability to engage with consumers, families, carers, and supporters in everyday, non-clinical language.

Networking and Collaboration

- Working closely with team members to provide an accessible and welcoming service for consumers, families, carers, and supporters.
- Actively participating and working within the multidisciplinary team, collaborative partner organisations other stakeholders.
- Support education of clinical team members about the distinct role, values, and boundaries of Consumer Peer Work to promote shared understanding and effective collaboration.
- Developing and maintaining appropriate networks and resources to enable the referral of consumers, families, carers, and supporters to broader community services.

- Representing AIM on relevant networks and committees as required in a professional and respectful manner.
- Participating in regular peer-to-peer learning through communities of practice.

Group Facilitation and Support

- Working as part of a team to guide the group according to the principles agreed upon by group participants and/or other stakeholders.
- Being committed to and abiding by the Austin Health privacy and confidentiality policy applicable to all staff.
- Providing a supportive environment for members to participate, learn, and share in a group setting.
- Attending all group meetings as an authentic and active participant, mindful of the principles of purposeful disclosure.
- Ensuring the focus of the group is supporting the needs of the participants. Participating in evaluation, identifying gaps in content and/or updating group materials for continuous improvement.
- Providing support for various administration duties, which may include maintaining records of group attendance and current group membership, communicating with members from time to time, organising group rosters, preparing meeting topic planners, etc.
- Regularly attending meetings and committing to ongoing professional development and training.

Quality Assurance and Continuous Improvement

- Encouraging consumer feedback to the service and implementing continuous improvement initiatives with the team.
- A commitment to ensuring safe, best-practice care that puts consumers and carers at the heart of the decision-making process.
- Ensuring the data collection and reporting requirements are complete to a high standard and in a timely manner.

Supervision, Professional Development and Wellbeing

- Participating in regular self-reflection, group, and operational (line management) supervision and professional development in line with individual work plan, as directed by the Team Leader and Consumer Discipline Lead.
- Participating in regular consumer perspective supervision including self-reflective practice and identification of needs.
- Seeking support and debriefing and actively following up challenging or concerning issues with the manager/team leader. Informing senior staff members or managers when duty of care issues arises.

- Willingness to participate in ongoing training related to the role.
- Demonstrates a strong self-awareness of personal triggers and the ability to effectively self-regulate in challenging situations, ensuring a calm and supportive environment for families, carers, and supporters.

Selection criteria

Essential skills and experience:

1) **Lived Experience and Peer Support**:
   - Personal Lived and/or living experience of emotional dysregulation, mental health, and/or AOD challenges and receiving support within the Victorian public mental health system.
   - Ability to reflect on personal experiences during times of crisis and use these insights to offer compassionate, hope-filled support to others.
   - Strong understanding of peer support principles, with a commitment to mutuality, purposeful disclosure, and strengths-based practice.
   - Ability to use lived experience to foster collaborative relationships with staff and consumers, instilling belief in recovery and resilience through connections.

2) **System Knowledge and Recovery Approach**:

- Sound understanding of the Victorian public mental health system and current reforms.
- Demonstrated knowledge of relational and recovery-oriented practice, including working collaboratively across the tripartite relationship of consumer, carer, and clinician.
- Familiarity with relevant legislation and guidelines, including the Mental Health and Wellbeing Act, relevant Statewide Mental Health LLE Frameworks, National Lived Experience Workforce guidelines and other relevant documents.
- Maintain an awareness and practice of safety issues, the safe practice policy and procedures of the service, and relevant legislation to ensure that risks to consumers, carers, families, staff, and the community are minimised.
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- Deep understanding of the emotional and systemic challenges faced by lived experience workers, including the risks of burnout, shifting boundaries, peer drift and compassion fatigue.
- Awareness of the unique vulnerabilities and pressures experienced by newly appointed or inexperienced peer workers entering clinical environments, and the importance of supportive structures to enable safe and sustainable practice.
- Commitment to applying a strengths-based, family-inclusive approach that upholds the rights, dignity, and voices of consumers.

3) **Empathy, Diversity, and Cultural Sensitivity**:

- Deep empathy for the impacts of mental health and substance use challenges navigated by the consumers and their families, carers, and supporters.
- Awareness of the diverse experiences and needs of Aboriginal and Torres Strait Islander peoples, CALD communities, LGBTQIA+ individuals, and other marginalised populations, with a commitment to culturally safe and inclusive practice.

4) **Communication and Interpersonal Skills**:

- Strong interpersonal and communication skills, with the ability to build respectful, collaborative relationships with consumers, colleagues, clinical teams, and partner services.

- Confidence in expressing lived experience perspectives while valuing diverse viewpoints and working constructively within multidisciplinary environments.

5) **Professionalism and Work Practices**:

- Ability to manage time, boundaries, and competing demands in a dynamic service environment.
- Competency in basic digital and administrative tasks, including documentation, email communication, and use of client or workforce systems.
- Adhere to organisational EMR policy and practice, using Austin Clinical Information systems appropriately
- Complete documentation and data entry related to system funding in an accurate and timely manner to support operational needs
- Complete documentation and data entry to a high standard of accuracy and in an accurate and efficient manner, and in accordance with ICYMHS standards of documentation and relevant mental health sector statutory requirements.
- Actively participate in regular supervision (line and discipline specific) and performance development and review processes.

Desirable but not essential:

- Experience working in a peer support role in a hospital setting.

Professional qualifications and registration requirements

Essentials:

- Completion of **Intentional Peer Support (IPS)** training.
- Completion of, or working towards, **Certificate IV in Mental Health Peer Work** or similar qualification.
- Any other relevant training in peer practice, leadership, etc.
- Current Victorian driver licence
- Working with children check

Desirable but not essential:

- Lived & Living Experience Peer Support Cadetship Program.
- Completion of Consumer Perspective Discipline Supervision Training.
- Single Session Peer Work (SSPW)
- Certificate IV in mental health, peer work, welfare or community development, or equivalent.
- Relevant Qualification in child and family, or health care.

Quality, safety and risk – all roles

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.