

Position Description

Consumer Peer Worker– Central Youth Community Team (CYCT)

Classification:	Living Experience Worker LLEW Level 2
Business unit/department:	Central Youth Community Team (CYCT) Austin ICYMHS (Infant, Child, and Youth Mental Health Services) – Mental Health Division
Work location:	Austin Hospital ☐ Heidelberg Repatriation Hospital ☐ Royal Talbot Rehabilitation Centre ☐ Other ☒ Burgundy St clinic
Agreement:	Victorian Public Mental Health Services Enterprise Agreement 2020-2024
Employment type:	Part-Time
Hours per week:	22.8
Reports to:	Team Leader , Central Youth Community Team Program Manager , Central Community and Specialist Teams
Date:	November 2025

Position purpose

The Consumer Peer Worker is a **Lived and Living Experience role** embedded within the multidisciplinary Central Youth Community Team (CYCT). The role draws on the worker's **personal lived experience as a Consumer** with a strong understanding of recovery and mental health challenges.

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 across Adult and Child and 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.

Local service description

The Central Youth Community Team (CYCT) is one of several community outpatient teams within the Infant, Child, and Youth Mental Health Service (ICYMHS). It is a multi-disciplinary team that offers individual and group assessment, treatment, consultations, and a clinical case management service to young people with a variety of complex and severe mental illnesses and/or disorders.

CYCT primarily provides services to young people aged 12-18 (with work underway to expand this age range to 25) in the Central LGAs of the Austin ICYMHS catchment areas, namely Banyule and Nillumbik. The service currently operates within business hours, with a view to expand operating hours in the future to improve accessibility in line with Royal Commission recommendations.

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.



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- 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.
- Developing and maintaining appropriate networks and resources to enable the referral of consumers, families, carers, and supporters to broader community services.
- Representing CYCT 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.



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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 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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