

Position Description

Senior Lived Experience Peer Worker/Coordinator – Level 3

Classification:	Lived Experience Worker Level 3
Business unit/department:	Infant Child and Youth Mental Health Service (ICYMHS) Mental Health Division (MHD)
Work location:	Austin Hospital <input checked="" type="checkbox"/> Heidelberg Repatriation Hospital <input type="checkbox"/> Royal Talbot Rehabilitation Centre <input type="checkbox"/> Other <input checked="" type="checkbox"/> Off site
Agreement:	Victorian Public Mental Health Services Enterprise Agreement 2020-2024
Employment type:	Fixed-Term Full-Time
Hours per week:	38 + ADO
Reports to:	Divisional Manager ICYMHS MHD Discipline Lead Lived Experience Carer
Direct reports:	Nil
Financial management:	Nil
Date:	June 2025

Position purpose

The Senior Consumer Peer Worker/ Coordinator is both a senior peer worker and leadership position within Austin Health's Infant Child and Youth Mental Health Service (ICYMHS), supporting both bed-based and community teams. Alongside peer work this role plays a central part in coordinating and developing the consumer lived experience workforce across ICYMHS. Working closely with embedded peer workers and collaborating with clinicians and service leaders, the Senior Consumer Peer Worker will help embed lived experience perspectives into everyday practice, contributing to more responsive, inclusive, and recovery-oriented care for children, young people, and their families.

A key function of this position is to act as a go-to person for practice-related support, offering guidance to peers and clinicians on integrating lived experience values into service delivery. The Senior Consumer Peer Worker/Coordinator will lead the development of a lived experience community of practice and facilitate regular co-reflection sessions, while also providing supervision to a small number of consumer peer workers. Additionally, this role will support the orientation of new consumer peer workers, ensuring they are well-prepared, supported, and meaningfully welcomed into their roles and teams.

This role has operational and direct reporting lines to the ICYMHS Divisional Manager, together with strong collaboration and discipline support through the Mental Health Division Consumer Lived

Experience Discipline Lead, in supporting the continued development and sustainability of the lived experience workforce. This includes identifying training needs, supporting professional development, and working to implement the recommendations of the Royal Commission into Victoria's Mental Health System and the Mental Health and Wellbeing Act 2022. The Senior Peer Worker will advocate for the voices of consumers and carers, helping to ensure that services remain grounded in lived experience and uphold the values of respect, inclusion, and shared expertise.

Austin Health's Mental Health Division is home to a growing lived experience workforce, including Peer Support Workers and Consumer and Carer Consultants, all with personal experience accessing mental health services. This role will play a critical part in strengthening and expanding that workforce within ICYMHS and in fostering a culture where lived experience is not only valued but embedded at all levels of service design and delivery.

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.

The Infant, Child & Youth Mental Health Service (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 several teams expanding the age range for those aged up to 25 years. It is an exciting time for Austin as the ICYMHS directorate is expanding in response to the recommendations from the Victorian Royal Commission into Victoria's Mental Health Services (2021).

ICYMHS currently have two inpatient units (a child and an adolescent one), two residential programs- Booboop Narrkwarren Ngarra-jarra-noun, a Child and Family Centre together with a YPARC opening later in 2025.

There are three youth community teams, two child community teams and several specialist youth outreach teams. There are also several specialist roles such as Senior Clinician (Child Specialist), Carer and Consumer Consultants, Aboriginal Mental Health Liaison Officers and Community Engagement and Partnership Coordinators. There has been an expansion of the Lived Experience Workforce embedded with the ICYMHS directorate, with further positions as resources permit.

Particularly relevant to ICYMHS are the Under 18 Triage Team, Autism Spectrum Disorder Assessment Program, Consultation and Liaison team and the infant programs across the Adult Mental Health Directorate.

Our community teams are based primarily at 2 Heidelberg locations (on the Austin Campus and in Burgundy Street Heidelberg) as well as a team co-located in Epping. It is anticipated there will be a number of teams located the community in the future.



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Position responsibilities

Role Specific

- Provide direct consumer peer work to a number of young people within ICYMHS.
- Work collaboratively with Austin Health Mental Health Service staff to provide a coordinated approach to consumer and family needs, including identification of service gaps.
- Develop processes and pathways for facilitating communication between consumers, staff and lived experience workforce.
- Initiate, develop, participate, promote, and evaluate participation activities fostering collaborative working partnerships between consumers, carers, and staff.
- Attend relevant meetings and provide a lived experience – consumer and carer perspective at decision making forums that relate to the consumers of the ICYMHS in the Mental Health Division including Executive, Quality and Risk Committees and others as required.
- Encourage and assist consumers/carers to advocate their perspectives effectively with their treating teams.
- Develop recommendations on planning and implementation of training and development programs for staff and consumers that promote optimal service delivery as well as an understanding of consumer participation.
- Work with ICYMHS Consumer Consultant to establish and/or coordinate and facilitate consumer feedback mechanisms.
- Be involved in the existing consumer support groups and work in conjunction with other consumer lived experience staff and portfolio holders.
- Obtain and disseminate information relating to consumer perspectives on current National and State Government issues and initiatives.
- Promote individual and collective strengths, capacity, and empowerment.
- Support individual and collective advocacy.
- Advocate for and work towards system change.
- Participate in other related duties as required.

Leadership

- Create an inspiring, collaborative team environment with an open communication culture upholding the LLEW values and principles which are recovery, strength, ability, and possibility focused.
- Work collaboratively with other staff and service providers to improve understanding of personal recovery and build capacity to provide recovery oriented mental health services.
- Work with ICYMHS leadership group and program manager to ensure LE and general goal alignment.
- Delegate tasks and set deadlines in alignment with respective program.
- Maintain accurate and timely records of contacts.
- Build capacity of the Lived Experience workforce.
- Discover training needs and provide coaching and share professional development opportunities for the peer workforce within ICYMHS.
- Uphold lived experience work values and principles to build relationships with people



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accessing services, build relationships with stakeholders and the wider community.

- Consistently display and promote high level commitment, integrity and diligence in all aspects of work and decision-making, apply the principles of confidentiality to ensure people accessing services and others are treated fairly and with mutual respect and understanding.
- Provide peer support where need identified, including practical assistance, education, information and referrals to people accessing services to support their self-led recovery journey.
- Engage, collaborate and educate clinical teams about LLEW, how peer support roles complement treating teams.

Selection criteria

Essential skills and experience:

- Significant personal lived experience as a consumer of a public mental health service.
- Completion of core IPS, Single Session Peer Work and Cert. 4 in Mental Health or Peer work or equivalent experience and skills.
- Well-developed understanding of different experiences and issues faced by carers, families, and consumers who have accessed public mental health services and the ability to provide a broad carer perspective in a variety of service settings.
- Ability to work with and advocate for the needs of consumers of the service from all backgrounds, genders, sexualities, cultures, and abilities.
- Excellent communication and consultation skills including the ability to facilitate groups, chair meetings, and present effectively in internally and more broadly.
- Commitment to participating and working collaboratively as a member of the Lived & Living Experience team as well as working collaboratively within multidisciplinary teams.
- Well-developed writing skills and an ability to promptly prepare a variety of documentation and reports.
- Ability to work independently including highly developed organisation and time management skills.
- Ability to work from a recovery, peer, codesign, and strengths-based approach.
- Confidence with using a variety of computer software including the Microsoft Office suite.

Desirable but not essential:

- Experience working from a consumer perspective including experience working in a lived experience role for 2 years or more within a mental health service would be highly regarded.
- An understanding of the mental health service system and relevant community and carer services.
- Completion of advanced IPS framework training.
- An understanding of the Victorian Mental Health and Wellbeing Act (2022) and other relevant legislation and government frameworks related to working with carers and families in mental health services.
- A current Victorian Driver's Licence and ongoing ability to use this form of transport.



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Professional qualifications and registration requirements

- Completion of core IPS, Single Session Peer Work and Cert. 4 in Mental Health or Peer work or equivalent experience and skills.

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.



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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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