

Position Description

Family Carer Consultant – Adult & Older Adult Mental Health Service

Classification:	Family Carer Consultant (Lived Experience Worker) Grade 4 (AK47 – AK50)
Business unit/department:	Adult & Older Adult Mental Health Service (AOAMHS)
Work location:	Austin Hospital ☐ Heidelberg Repatriation Hospital ☐ Royal Talbot Rehabilitation Centre ☐ Hawdon Street ☒
Agreement:	Victorian Public Mental Health Services Enterprise Agreement 2024-2028
Employment type:	Part-Time
Hours per week:	22.8 hours (0.6 FTE)
Reports to:	Divisional Manager, Adult and Older Adult Mental Health Services
Direct reports:	Nil
Financial management:	Nil
Date:	July 2026

Position Purpose

The Family Carer Lived & Living Experience Consultant is a systems level Lived & Living Experience (LLE) role within the Adult and Older Adult Mental Health Service (AOAMHS). The role works in partnership with the Service Improvement and Development Manager, Team Leaders, Program Managers, Consumer Consultant and lived experience leadership to strengthen family, carer and supporter engagement and participation through co-designed practices across AOAMHS.

The position plays a key role in translating engagement and participation strategies into practical implementation across AOAMHS programs, in line with the Austin Health Mental Health Division LLE Participation and Feedback Framework. The role embeds family/carers lived and living experience perspectives into service planning, redesign, quality improvement and evaluation activities, while supporting programs to identify meaningful opportunities for engagement with families, carers, supporters and community members in projects and service development initiatives. The Consultant will also engage directly with families, carers and supporters in service environments, including waiting areas and other community-facing



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spaces, to capture feedback, understand their experiences and support continuous service improvement.

The Consultant operates independently and contributes specialist family/carers lived experience expertise to systems improvement initiatives, policy and procedure review, engagement planning, co-design workshops, feedback processes and governance activities. The role works closely with teams to implement co-design plans and support the translation of community feedback into practical service improvements.

The Consultant also contributes to local capability building by supporting Adult and Older Adult teams to strengthen their understanding and application of family/carers engagement, co-design and participation principles within mental health services.

About The Mental Health Division

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 and in the community.

The Mental Health Division incorporates three program areas:

- Adult and Older Adult Mental Health Service
- Infant, Child and Youth Mental Health Service 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.

Position Responsibilities

Co-design and Participation

- Work collaboratively with the Service Improvement and Development Manager, Team Leaders and Program Managers to strengthen family, carer and community engagement and participation practices across AOAMHS programs.
- Support the implementation of co-design and participation initiatives in areas where lived experience approaches are still emerging or not yet consistently embedded.
- Support the coordination, planning and facilitation of co-design workshops, consultations and engagement activities.
- Assist programs to identify meaningful opportunities for families, carers, supporters and community members to contribute to service planning, redesign and improvement.

Service Improvement and Systems Influence

- Contribute family/carers lived experience expertise to service redesign, quality improvement and transformation initiatives.
- Support the review and development of policies, procedures and service pathways through a family/carers lived experience lens.



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- Translate feedback and participation outcomes into practical service improvement recommendations.
- Support implementation of recommendations arising from engagement, feedback and co-design activities.

Stakeholder Engagement

- Build and maintain effective working relationships with families, carers, supporters, community members and internal stakeholders.
- Support teams to identify barriers to family and carer participation and assist in developing practical engagement strategies.
- Promote meaningful, inclusive and culturally responsive participation approaches within multidisciplinary environments.
- Support partnerships with external organisations and community groups where relevant to family/carers engagement and participation.

Governance and Framework Implementation

- Support local implementation of the Austin Health Mental Health Division LLE Participation and Feedback Framework across AOAMHS programs.
- Participate in committees, working groups and AOAMHS meetings relevant to engagement, participation, feedback and service improvement.
- Assist in the development and implementation of feedback and evaluation processes.
- Contribute to documentation, reporting and monitoring activities related to participation, feedback and co-design.

Capability Building

- Support staff understanding of family/carers engagement, co-design, participation and lived experience approaches.
- Model recovery-oriented, rights-based, trauma-informed and family-inclusive engagement practices.
- Contribute to local workforce education and capability-building activities where appropriate.
- Support teams to strengthen practical application of family/carers participation principles in everyday service delivery.

Professional Practice

- Maintain reflective practice and participate in line management supervision, discipline-specific supervision and professional development.
- Ensure work practices align with Austin Health policies, procedures, legislation and professional standards.
- Maintain professional boundaries and ethical lived experience practice at all times.
- Work within the scope of a non-clinical lived and living experience role while contributing to multidisciplinary service improvement.



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Lived and Living Experience

- Lived and/or living experience of supporting a family member, carer, supporter or loved one navigating the Victorian public mental health system due to mental health and/or alcohol and other drug challenges.
- Demonstrated ability to use family/carers lived and living experience purposefully, safely and ethically to inform engagement, participation, service improvement and co-design activities.
- Ability to represent family, carer and supporter perspectives while recognising diversity of lived experience and avoiding speaking on behalf of all families and carers.

Professional Experience

- Demonstrated experience in a lived and living experience, peer work, carer engagement, community engagement, project coordination, service improvement, feedback, quality improvement, policy, education, research or related role.
- Ability to apply transferable professional skills to a lived and living experience role, including consultation, stakeholder engagement, project coordination, facilitation, documentation, reporting and service improvement.
- Demonstrated understanding of how personal lived/living experience can be used safely, purposefully and ethically to inform engagement, participation, co-design and service improvement activities.
- Experience supporting or contributing to co-design activities, engagement forums, consultations, feedback processes, service improvement projects or participation initiatives.
- Demonstrated ability to work independently, manage competing priorities and contribute to systems-level work within a multidisciplinary, community, health, human services or related environment.

System Knowledge and Recovery Approach

- Demonstrated understanding of co-design, engagement and participation approaches within public mental health or related service settings.
- Sound understanding of the Victorian public mental health system, including service pathways, family/carers participation, recovery-oriented practice, trauma-informed practice and relational recovery.
- Understanding of the tripartite approach, including collaboration between consumers, families/carers/supporters and clinicians.
- Ability to contribute family/carers lived experience perspectives to service planning, quality improvement, policy/procedure review and service redesign activities.

Communication and Stakeholder Engagement

- Strong written, verbal and interpersonal communication skills, including facilitation, consultation, stakeholder engagement and contribution to meetings or working groups.
- Ability to build and maintain effective working relationships with families, carers, supporters, community members, clinicians, managers and other internal and external stakeholders.
- Ability to advocate respectfully for family, carer and supporter perspectives and contribute meaningfully to multidisciplinary discussions and service improvement processes.
- Demonstrated ability to document feedback themes, contribute to reports or meeting papers, and communicate lived experience insights clearly and appropriately.



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Empathy, Diversity and Cultural Responsiveness

- Demonstrated understanding of, and empathy for, the impact of mental health and AOD challenges on consumers, families, carers and supporters.
- Ability to work respectfully with people from diverse backgrounds, including Aboriginal and Torres Strait Islander peoples, culturally and linguistically diverse communities, LGBTIQ+ communities and people with diverse family, caring and support relationships.
- Demonstrated ability to apply inclusive, culturally responsive and trauma-informed approaches to engagement and participation activities.

Legislative, Policy and Professional Practice

- Sound understanding of relevant legislation and frameworks, including the Mental Health and Wellbeing Act 2022, Carer Recognition Act 2012 and relevant Office of the Chief Psychiatrist Guidelines.
- Demonstrated commitment to ethical lived experience practice, confidentiality, privacy, professional boundaries, reflective practice and supervision.
- Competent use of digital communication platforms and Microsoft Office applications.

Professional Qualifications and Registration Requirements

Desirables

- Experience in project management, feedback systems, quality improvement, service design, community engagement, education, research, governance, policy development or workforce development.
- Previous experience in a designated Lived and Living Experience Workforce role, peer work role, carer participation role or consumer/community advisory role.
- Certificate IV in Mental Health Peer Work, Intentional Peer Support or equivalent training is desirable.
- Any relevant training in Project management, Service improvement, change management, etc.
- Lived & Living Experience Peer Support Cadetship Program.
- Certificate IV community, 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-centred care.
- Comply with the requirements of National Safety and Quality Health Service Standards and other relevant regulatory requirements.



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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.

Our benefits:

Working at Austin Health means enjoying a strong sense of purpose, engaging in meaningful work every day. Our people also receive a variety of rewarding benefits, including:

- Greater take-home pay through generous salary packaging
- A suite of wellness initiatives designed to support you, including discounts on fitness memberships and health insurance, and a comprehensive wellbeing program
- Mentoring and career development opportunities
- Car parking and end of journey facilities for cyclists
- Five weeks annual leave



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