

Position Description

Lived Experience – Consumer Consultant Infant, Child and Youth Mental Health Service (ICYMHS)

Classification:	Lived Experience Worker MP32-MP35
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 type="checkbox"/>
Agreement:	Victorian Public Mental Health Services Enterprise Agreement 2020-2024
Employment type:	Fixed-Term Part-Time Parental Leave cover
Hours per week:	22.8 hours per week
Reports to:	Divisional Manager ICYMHS MHD Discipline Lead Lived Experience for professional supervision
Direct reports:	Nil
Financial management:	Budget: Nil
Date:	September 2025

Position purpose

You will work across Austin's Infant Child and Youth Mental Health Service (ICYMHS) in their bed based and community teams.

Strong collaboration with and reporting to the Divisional Manager, this role provides coordination of participation, feedback and ongoing service development to achieve better outcomes for the children and young people referred to ICYMHS. The Consumer Consultant is pivotal in bring the perspective and voice of consumers to the broader system and will continue to build participation of consumers in consultation and co-design at the ICYMHS and Austin Mental Health Division level.

This position requires a clear and readily articulated understanding of the values and practices of the lived experience, ensuring the service is inclusive and respectful of consumers' views and honour the expertise of lived experience of a person.

There is a growing Lived Experience team at Austin Mental Health Division, which currently includes Peer Support Workers, a Carer Consultant and network of carers and consumers advising to the service, all with a personal experience of supporting someone who has accessed public mental health services.

This role will support the service to improve and expand consumer engagement in co-design projects across the service and support the implementation of the Royal Commission into Victoria's Mental Health System's recommendations, Mental Health & Wellbeing Act 2022 alongside many other relevant projects.

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 and Youth Mental Health Service 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. It is an exciting time for Austin as the ICYMHS directorate will be 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) and Child and Family Centre, with future projects for residential program – YPARC.

There are three youth community teams, two child community teams and a number of specialist youth outreach teams. There are also several specialist roles such as Senior Clinician (Child Specialist), Carer and Consumer Consultants, Koori Mental Health Liaison Officer and Community Engagement and Partnership Coordinators. There is an expansion of the Lived Experience Workforce to be embedded with the ICYMHS directorate.

Within ICYMHS there is a Under 18 Triage Team, Autism Spectrum Disorder Assessment Program, and emerging Youth CATT team.

Our community teams are based primarily at 2 Heidelberg location (on the Austin Campus and in Burgundy Street Heidelberg) with the exception of one based in Epping. It is anticipated there will be a number of teams located the community in the future.

Position responsibilities

Role Specific

- Work collaboratively with Austin ICYMHS and broader Mental Health Division to provide a coordinated approach to consumer and family needs, including identification of service gaps, areas for improvement and implementation of appropriate responses at both policy and service delivery levels.
- Demonstrated understanding of mental health consumer Lived Experience perspectives, with a commitment to inclusive and respectful engagement across diverse care relationships.
- Ability to recognise and support care experiences across the lifespan and within communities including Aboriginal and Torres Strait Islander peoples, culturally and linguistically diverse populations, and LGBTIQ+ individuals.



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- Work closely with lived experience workforce to ensure a broad consumer perspective is provided at all levels of service including planning, development, evaluation, and training - advocating for the needs of carers of those who use the service.
- In addition to your own consumer experiences, draw on your existing lived experience discipline knowledge and resources, legislation and government frameworks, best practice models of care, research, and service policies and guidelines, which are relevant to supporting consumers.
- Attend ICYMHS Leadership meetings and other relevant clinical meetings
- Participate in training and project development, consultation and liaison with consumers, leadership groups, lived experience workforce groups, lived experience committees, and other working groups of the service.
- Support consumer participation with the service including leading, developing, maintaining, and facilitating the Consumer Advisory Group (CAG) including recruitment and support of members.
- Develop and implement feedback mechanism to collect consumer experiences with the service and evaluate the feedback to contribute towards service improvement.
- Plan, implement and participate in service activities for consumers, including information sessions, events, and groups - working in conjunction with Consumer Discipline Lead.
- Participate in the promotion of the consumer lived experience workforce initiatives in line with Austin Health policies, service, and developments and be involved in the existing consumer activities and work in conjunction with other lived experience staff and portfolio holders.
- Communicate effectively with consumers, families/carers, colleagues and other service providers.
- Excellent communication skills including the ability to work collaboratively with staff, carers and consumers towards organisational change.
- Participate in processes to support consumer perspective on staff selection panels.
- Participate in supervision and professional development opportunities.

Key Relationships

Internal

- ICYMHS Leadership Group
- Lived and Living Experience Leads (LLE) within Austin's Mental Health Division
- Consumer and Carer Peer Support Coordinators, Team leaders and Consultants
- Other LLE staff
- Community Program Managers and Team Leaders
- Nurse Unit Managers
- Key Clinicians
- Health Information Manager

External

- Local community services and supports.



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- Carer peak body – Tandem
- Consumer Peak body – VMIAC
- The CLEW (Carer Lived Experience Workforce of Victoria Network)
- Other relevant Consumers and carers groups.

Selection criteria

- A personal lived experience as a consumer of public mental health services, or one or more of the following:
 - Experience in a consumer workforce role in the mental health sector
 - Experience of being part of a Consumer Advisory Groups (CAG)
 - Experience in participating in opportunities arising from the VMIAC Consumer Register
 - Other experience contributing to governance and systemic change in mental health.
- Well-developed understanding of different experiences and issues faced by consumer and families, who have accessed public mental health services and the ability to provide a broad consumer perspective in a variety of service settings.
- Ability to work with and advocate for the needs of consumer of the service from all backgrounds, genders, sexualities, cultures, and abilities.
- Excellent communication and consultation skills including the ability to liaise with a broad range of stakeholders, facilitate groups, chair meetings, and present effectively in public situations.
- Commitment to participating and working collaboratively as a member of the Lived & Living Experience team as well as working collaboratively with other 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:

- Experience working from a consumer perspective including experience working in a lived experience role within a mental health service
- A strong understanding of Recovery from Lived Experience perspective
- An understanding of the mental health service system and relevant community mental health services
- An understanding of the Victorian Mental Health and Wellbeing act Act (2022) and other relevant legislation and government frameworks related to working with consumers,
- A current Victorian Driver's Licence and ongoing ability to use this form of transport.



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Professional qualifications and registration requirements

- Relevant qualifications (IPS, Single Session Peer Work, Cert. 4 in Mental Health or Peer work) are desirable and/or equivalent experience and skills essential.

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



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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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