

Position Description

Family/Carer Peer Position - Lived & Living Experience Workforce (LLEW)

Classification:	Lived Experience Worker Level 2 (MP32-MP35)
Business unit/department:	Child Inpatient Unit (CIPU),
Work location:	Austin Hospital <input type="checkbox"/> Heidelberg Repatriation Hospital <input type="checkbox"/> Royal Talbot Rehabilitation Centre <input type="checkbox"/> Other <input type="checkbox"/> (please specify)
Agreement:	Victorian Public Mental Health Services Enterprise Agreement 2020-2024
Employment type:	Part-Time
Hours per week:	22
Reports to:	Nurse Unit Manager - Child Inpatient Unit
Direct reports:	Operational - Nurse Unit Manager (NUM) Professional - Discipline Lead, Carer LLEW
Financial management:	N/A
Date:	July 2025

Position purpose

The Carer Peer position is a lived and living experience role embedded within the multidisciplinary team of the Child Inpatient Unit, supporting families of children aged 0-12 years. This role draws upon the worker's personal experience as a parent, carer, or family member of a child with emotional or mental health challenges. Families engaging with the inpatient unit are often navigating a hospital admission for the first time and are likely to be in a period of acute stress, uncertainty, and emotional overwhelm. The Carer Peer Worker offers compassionate, trauma-informed, and recovery-focused support to parents and carers, helping them feel heard, understood, and connected during this vulnerable period.

Working collaboratively with clinicians and other team members, the Carer Peer Worker provides one-on-one peer support and facilitates family/carers group discussions to promote emotional wellbeing, shared understanding, and empowerment. The role fosters a culture of empathy and inclusion within the unit, contributing to stronger partnerships between staff and families. By sharing insights from lived experience, the Carer Peer Worker enhances the service's responsiveness to the unique needs of families, supporting better engagement and outcomes for parents, families and carers.

About the Directorate/Division/Department

The Mental Health Division (MHD) 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.

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.

In 2021 the final recommendations of The Royal Commission into Victoria's mental health system provided clear directions about the inclusion of the voice and experiences of people with Lived Experience -consumers and carers. The Mental Health Division acknowledges the important contribution the Lived Experience Workforce (LEW) makes to services and is committed to expanding this workforce and enhancing workplace supports for their practice across area mental health services and identified non-government organizations.

Position responsibilities

Working for and supporting families, carers and supporters

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

Networking and Collaboration

- Working closely with CIPU staff to provide an accessible and welcoming service for families, carers, and supporters.
- Actively participating and working cooperatively with the multidisciplinary team, collaborative partner organisations other stakeholders.
- Developing and maintaining appropriate networks and resources to enable the referral of families, carers, and supporters to broader community services.
- Representing CIPU on relevant networks and committees as required in a professional and respectful manner.
- Encouraging and facilitating referrals to internal and external services, family/carer/supporter support groups, education, and access to hardship funds where appropriate.
- Participating in regular peer-to-peer learning through communities of practice.

Group Facilitation and Support



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- Working as part of a team to guide the group according to the principles agreed upon by group participants, CIPU 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 carer 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 Carer Discipline Lead.
- Participating in regular carer 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.

All Employees:

- Comply with Austin Health [policies & procedures](#) as amended from time to time
- Comply with the Code of Conduct and uphold our values, and diversity and inclusion commitments
- Maintain a safe working environment for yourself, colleagues and members of the public. Escalate



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concerns regarding safety, quality and risk to the appropriate staff member, if unable to rectify yourself

- Comply with the principals of patient centered care
- Comply with Austin Health mandatory training and continuing professional development requirements
- Work across multiple sites as per work requirements and/or directed by management

Selection criteria

Essential skills and experience:

1. Lived Experience and Peer Support:
 - Lived and/or living experience of supporting a child navigating the Victorian public mental health system due to mental health and/or emotional challenges.
 - Recognition and understanding of personal experiences in crises as a parent, with the ability to use these experiences to provide empathetic and hope-inspiring support to others.
 - Knowledge of carer peer support principles, committed to providing support from a mutual perspective, sharing lived experiences to foster hope and empowerment.
 - Ability to use a lived experience family/carer perspective to collaborate effectively with staff and instill hope and belief in recovery.
2. System Knowledge and Recovery Approach:
 - A strong understanding of the Victorian public mental health system, including contemporary trends and issues from a lived experience family/carer viewpoint.
 - A deep understanding of relational recovery and the ability to work from a tripartite approach (consumer, carer, and clinician collaboration).
 - Understanding and application of the strengths-based model of recovery.
3. Empathy, Diversity, and Cultural Sensitivity:
 - Demonstrated understanding of and empathy for the broad impact of mental illness on consumers, carers, and families.
 - Awareness of the need to be sensitive to the needs of people from diverse backgrounds, including Aboriginal and Torres Strait Islander peoples and culturally and linguistically diverse (CALD) communities.
4. Communication and Interpersonal Skills:
 - Sound communication and interpersonal skills, with the ability to develop and maintain effective working relationships with consumers, families/carers, colleagues, clinical staff, and other health and welfare services.
 - Ability to work collaboratively within a multidisciplinary team, including expressing own viewpoints respectfully and valuing the perspectives of others.
5. Professionalism and Work Practices:
 - Ability to manage time and resources effectively in a challenging and dynamic environment.
 - Basic proficiency in computer skills to support documentation and communication requirements.

Desirable but not essential:

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



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- Sound knowledge of the relevant legislation (including Mental Health Act, Carer Recognition Act, Office of the Chief Psychiatrist Guidelines) and frameworks for recovery-oriented practice pertaining to working in mental health and with consumers and their families, carers and supporters.

Professional qualifications and registration requirements

Desirable but not essential:

- **Intentional Peer Support (IPS)** - Willingness to obtain within a year of joining.
- **Single Session Peer Work (SSPW)** - Willingness to obtain within a year of joining.
- 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



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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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