

Position Description

Consumer Peer Worker

Classification:	Consumer Lived Experience Worker Level 2 Yr 1 – 4 depending on level of experience
Business unit/department:	Adolescent Inpatient Unit (AIPU) Infant Child and Youth Mental Health Service (ICYMHS) Mental Health Division (MHD)
Work location:	Austin Hospital - onsite
Agreement:	Victorian Public Mental Health Services Enterprise Agreement 2024-2028
Employment type:	Part-Time
Hours per week:	64 total
Reports to:	Operational – AIPU Nurse Unit Manager Professional – ICYMHS Consumer Peer Work Coordinator
Date:	April, 2026

Position purpose

The Lived Experience – Consumer Peer Worker is an integral member of the Child and Youth Mental Health Service (CYMHS)- Adolescent In-patient Unit (AIPU) multidisciplinary team. Drawing on their own unique lived experience and perspective as a consumer who has had an admission to a youth mental health in-patient unit, they will contribute to the provision of recovery-oriented, trauma-informed, evidence-based peer support interventions to families and carers of young people experiencing mental health challenges or psychological distress.

The Lived Experience – Consumer Peer Worker will provide one-on-one peer support and will help facilitate consumer groups as part of the LEW for the broader ICYMH Service. They will be a valuable member of the AIPU multi-disciplinary team, contributing to the maintenance of a positive, inclusive, and responsive therapeutic milieu, through supporting consumers who come to the AIPU and clinical colleagues, leading to improved experiences of therapeutic care and outcomes.

About the Directorate/Division/Department

Austin Health ICYMHS provides specialist mental health services for people aged between 0-25 years and support for their families, carers, and other supports. Multi-disciplinary teams (inclusive of medical, nursing, allied health and people with lived and living experience provide services including assessment, diagnosis, treatment and clinical case management. These services are provided in community-based services, acute inpatient units and several residential settings.

In addition, Austin Health ICYMHS provides consultation and support to services and organisations in the community that are providing care to those not meeting Austin ICYMHS intake criteria or seeking a service from Austin Health ICYMHS.

Austin Health ICYMHS has some specialist services including programs to provide assessment for Autism Spectrum Disorder, Intake, Crisis Assessment and Triage services, specialist care for young people with eating disorders, young people with co-occurring mental health and drug and alcohol use issues, young people interacting with the legal and justice system, and young people with psychosis. The service prioritises access for marginalised children and young people, particularly indigenous and those in out of home

Austin Health ICYMHS partners with the Austin Health Mental Health Division wide services to provide access to 24-hour crisis assistance and enables access to Statewide services.

The Adolescent Inpatient Unit (AIPU) is a 24-hour acute inpatient unit which aims to provide short-term, multidisciplinary, safe and recovery focused assessment and/or inpatient treatment for adolescents (Age 13 - 17). This occurs in a least restrictive manner when they cannot be treated and/or assessed safely and effectively within the community. Care aims to be responsive to the young person and their family/carer's needs and requirements and build on and strengthen their community support systems.

Position responsibilities

Provide peer support to consumers in the AIPU, using personal lived experience to model hope and recovery.

Co-facilitate the Lived Experience Feedback Group, Chillibean alongside the Consumer Consultant.

Co-facilitate recovery groups and activities as outlined in the ward group program.

Attend handover and/or clinical review meetings* to contribute insights from a lived experience perspective in support of clinical planning.

Participate in discharge and other clinical meetings when invited by the consumer and/or their carer.

Collaborate as an integral member of the AIPU team to support the ongoing evaluation and continuous improvement of the agreed model of care.

Work collaboratively with other members of the mental health program, including clinical staff, case managers, the Lived Experience Workforce, and advisory groups.

Identify and pursue opportunities for staff education that enhance understanding of and respect for the lived experience role.

Austin will support regular external supervision with a Lived Experience Consumer Supervisor, as well as internal supervision with the NUM and ICYMHS Consumer Peer Work Coordinator.

Participate in Austin Lived Experience Worker Network meetings and peer meetings, contributing to quality improvement, policy development, and program enhancement within the Mental Health Division.

Build and maintain supportive relationships with consumers, using trauma-informed and



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person-centred care approaches.

Develop and maintain effective working relationships with internal stakeholders across Austin Health.

Demonstrate a commitment to ongoing professional development through self-reflection, supervision, and peer co-reflection.

Participate in a minimum of one formal performance appraisal annually, including a mid-year performance review aligned with agreed goals.

Identify and engage in relevant training opportunities; complete all mandatory Austin Health competencies and ATLAS training as required.

Apply the best available evidence to continuously improve practice and service delivery. Actively contribute as a member of the Austin Mental Health Division Lived Experience Workforce (LEW) Network.

Exercise sound professional judgement and seek advice or support when appropriate.

Undertake additional roles or duties, consistent with your experience and training, that support the effective functioning of the team and service.

Selection criteria

Essential skills and experience:

Lived experience as a person who has received treatment in a public mental health inpatient unit, 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.

Desirable but not essential:

Previous experience working 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, *or willingness to undertake this training.*



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Sound knowledge of relevant legislation and frameworks, including the Mental Health Act and the Children, Youth and Families Act, as well as recovery-oriented practice principles applicable to mental health services.

A current, unrestricted Victorian Driver's Licence.

Computer literacy in Microsoft Word, Excel, and Outlook

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



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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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