

# Austin Health

## Position Description



### Position Title: Eating Disorders Lived Experience Worker -Carer Specialist Eating Disorders Program- SEDS

Classification:	Lived Experience Worker- Carer. Level 2 (year 1-4) or level 3 (year 1 -4) depending on level of experience (MP32-36)
Business Unit/ Department:	Child and Youth Mental Health Service (ICYMHS), Mental Health Division (MHD)
Agreement:	Victorian Public Mental Health Services Enterprise Agreement 2021-2024
Employment Type:	Part-Time
Hours per week:	22.8 (flexibility in working hours)
Reports to:	Team Leader and Program Manager
Direct Reports:	nil
Date:	January, 2025

## About Austin Health

Austin Health is recognised for high-quality, person- centered care. We are renowned for our specialist work in cancer, transplantation, infectious diseases, obesity, sleep medicine intensive care medicine, neurology, endocrinology mental health and rehabilitation.

We are the largest Victorian provider of training for specialist physicians and surgeons and internationally recognised as a Centre of excellence in hospital-based research.

Our services are delivered to patients across four main sites in Melbourne, in locations across our community, in people's homes, and within regional hospitals across Victoria.

We aim to provide an inclusive culture where all staff can contribute to the best of their ability and strive to develop further. We recognize that our people are our greatest strength. We want them to thrive, be their best selves and feel engaged, safe, and empowered. To achieve this, diversity and inclusion is essential to our culture and our values. You can view our current Diversity and Inclusion Plan [here](#).

## Commitment to Gender Equality

Austin Health is committed to gender equality in the workplace. In developing our [Gender Equality Action Plan](#) we have been guided by the gender equality principles set out in the Gender Equality Act 2020 (Vic). We believe that everyone should live in a safe and equal society, have access to equal power, resources and opportunities and be treated with dignity, respect and fairness.

## Position Purpose

The Eating Disorders Lived Experience Carer Worker at Austin Health provides one to one and group support to families/carers of young people who are experiencing an eating disorder or eating difficulties.

Drawing on their own unique lived experience and perspective as a carer, they will work as an integral part of the team offering recovery-focused, lived-experience-based views and opinions to current practice and policy approaches.

This role aims to provide a compassionate, carer driven approach alongside clinical therapies, creating a safe space for parents and carers to engage with someone who truly understands the challenges of having an experience of caring for someone with an eating disorder.

Operating within a multidisciplinary team, this position collaborates with other professionals to deliver integrated care that aligns with each client's recovery needs. The role also contributes to Austin Health's mission and objectives, ensuring services meet the highest standards of care.

## 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 across Adult and Child and Adolescent and can be bed based or located in the community.

All mental health services work within a clinical framework that promotes recovery-oriented practice and supported decision making. This approach to consumer wellbeing builds on the strengths of the individual working in partnership with their treating team. It encompasses the principles of self-determination and individualized treatment and care.

## About ICYMHS

ICYMHS sits under the Mental Health Division and provides a tertiary mental health services to infants, children and adolescents across the north-eastern catchment of Melbourne (currently local government areas of Banyule, Nillumbik, Darebin, Whittlesea, Yarra and Boroondara).

It is an exciting time for Austin as the ICYMHS directorate will be expanding in response to the recommendations of the Victorian Royal Commission into Victoria's Mental Health Services (2021). Young people eligible for the service are predominately aged 0-18 years with only several teams available for those aged up to 25.

ICYMHS currently have two inpatient units -Child and Adolescent, and a Child and Family Residential Program, with a future project for a YOUTH residential program - YPARC.

At present there are several community teams which cover infant and child and a number of specialist youth outreach teams. There is a ICYMHS Triage Team and

emerging CATT service.

There are also several specialist roles and teams that support the work of ICYMHS such as Child Specialist, Aboriginal Mental Health Liaison workers and an AOD practice lead alongside an expanding Lived experience workforce embedded in the ICYMHS directorate.

Teams are based at Epping, Burgandy Street, MacLeod and on the Austin campus Heidelberg site.

### **Local program description.**

#### **SEDS**

The position offered sits within the Child and Youth Mental Health Service (ICYMHS) directorate and is located within the Specialist Eating Disorder Service (SEDS).

SEDS provides expert clinical assessment, formulations and treatment recommendations to children and young people with eating disorders (aged 0- 25 years) and their families who are referred to Austin Health's ICYMHS.

The service aims to ensure that consumers and their families and carers receive a coordinated and prompt service response for those identified and that the care provided within our service is enhanced by this multidisciplinary team which includes allied health, dietetics, nursing and lived experience both carer and peer.

The SEDS team supports the case managers sitting within the community teams with their experience, knowledge and practice wisdoms. To date this is a service that does not case manage young people directly.

A new In Home (outreach) Intensive Early Engagement and Treatment Service currently in the co design phase is due to commence in March.

## **Accountabilities**

### **Key Responsibilities**

- Build relationships and provide support to families and carers who are referred into the Specialist Eating Disorder Program (SEDS) using personal lived experience to provide a model of hope and recovery.
- Conduct one-on-one support sessions and groupwork with families /carers, using lived experience and recovery principles. This maybe in clinic or in outreach settings.
- Contribute to the development and implementation of support processes to families and carers across ICYMHS.
- Assist families and carers for the duration of engagement with ICYMHS Eating Disorder Program throughout assessment, treatment and discharge planning particularly aiding in the identification of and engagement with community supports.

- Encourage and facilitate feedback from carers and families re their experience of the service.
- Work collaboratively as a key member of SEDS to develop and maintain processes that support the evaluation and continuous improvement of the service to better support families and carers pairing the voice of the family and carers and the development of the Lived Experience role.
- Maintain professional boundaries while providing support, ensuring the distinction between support and therapeutic or friendship roles.
- Work collaboratively with Eating Disorder Practitioners and the wider multidisciplinary team to support clients in meeting their recovery goals.
- Participate in team processes, including Single Session and reflective practice, supervision, and professional development.
- Provide telephone support, information, and referral services to clients, families, carers, professionals, and the broader community.
- Offer educational support on available treatment options, the stages of recovery, and navigating the eating disorder sector.
- Participate in group programs, community outreach events, and engage with the broader community and eating disorder stakeholders.
- Maintain client records, including session notes and progress tracking, using Austin Health's client management systems.
- Communicate proactively and effectively with colleagues to contribute to a positive and collaborative team environment.
- Contributes to the development of staff skills in understanding carers and families' perspectives.
- Actively contribute to the development and review of policies and practice guidelines from their lived experience perspective.
- Contribute to co design initiatives around eating disorders.
- Deliver recovery-oriented, peer-based support to individuals with eating disorders in accordance with Austin Health's policies and values.

**All Employees:**

- Comply with Austin Health policies & procedures, as amended from time to time, which can be located on the intranet (The Pulse).
- Comply with the Code of Conduct and uphold our values and diversity and inclusion commitments.
- Escalate concerns regarding safety, quality and risk to the appropriate staff

member if unable to rectify yourself.

- Comply with Austin Health mandatory training and continuing professional development.
- Maintain a safe working environment for yourself, colleagues and members of the public by following organizational safety, quality and risk policies and procedures.
- Comply with the principles of Person Centred Care.
- Comply with requirements of National Safety and Quality Health Service Standards and other relevant regulatory requirements.
- Work across multiple sites as per work requirements /or directed by management.

## Selection Criteria

### Qualifications

- Certificate IV in Mental Health Carer work or equivalent.
- **Lived Experience:** Personal experience of having a lived experience of someone with an eating disorder.
- A current Victorian Driver's License (without restrictions), and ability to drive a work vehicle.
- A current Working with Children's Check (without restrictions).

### Other key selection criteria.

- **Training:** Prior training or experience in the eating disorders field is advantageous.
- **Support Approach:** Strong understanding of intentional carer support, motivational interviewing, and strengths-based recovery practices.
- **Interpersonal Skills:** High emotional intelligence and communication skills, with an ability to establish trust and engage people with eating disorders effectively.
- **Self-Care and Boundaries:** Awareness of self-care practices and the importance of maintaining personal boundaries to ensure wellness and professionalism.
- **Sector Knowledge:** Familiarity with eating disorder treatment options and available resources within the sector.
- **Team Collaboration:** Ability to collaborate effectively within a multidisciplinary team to align with clients' recovery goals.
- **Service Delivery:** Ability to support state-wide service delivery, with occasional travel required.
- **Knowledge of recovery** -oriented practice pertaining to working with mental health and with carers/ families.

## General Information

### Austin Health is a Child Safe Environment

Austin Health is committed to child safety. We want children to be safe, happy and empowered. We support and respect all children, as well as our staff and volunteers. Austin Health has zero tolerance of child abuse, and all allegations and safety concerns will be treated seriously in line with legal obligations and our policies and procedures.

## Equal Opportunity Employer

Austin Health is committed to building a diverse and inclusive workforce. We encourage applications from Aboriginal and Torres Strait Islander peoples, individuals from culturally and linguistically diverse backgrounds, and those with lived experience of eating disorders.

For more information about working at Austin Health, please follow this link to Austin Health's Aboriginal Employment website:

<http://www.austin.org.au/careers/Aborigineemployment/>

## Document Review Agreement

<b>Manager Signature</b>	
<b>Employee Signature</b>	
<b>Date</b>	