

Position Description

Position Title:	Family & Carer Peer Support Worker
Reports to:	Adult Mental Health Community Team Manager
Department:	Adult Mental Health
Directorate:	Community Care & Mental Health
Cost centre:	H0402
Code & classification:	Lived Experience Worker Level 2 (MP32 – MP35)
Employment conditions:	Victorian Public Mental Health Services Enterprise Agreement 2020 – 2024 and its successors and GV Health Policies and Procedures (and as varied from time to time)

GV Health is an equal opportunity employer and continually strives to build a diverse, equitable and inclusive workforce that reflects our community. We encourage applications from people of all backgrounds.

Statements included in this position description are intended to reflect in general the duties and responsibilities of the position. It is not intended to be an exhaustive list of responsibilities, duties and skills required. GV Health may alter the duties of this position description if and when the need arises. Any such changes will be made in consultation with the affected employee(s).

POSITION SUMMARY

The Family and Carer Peer Support Worker works alongside carer consultants as well as other clinical mental health staff across the GV Health Mental Health program. Through sharing the wisdom of their own experiences, the Family and Carer Peer Support Worker will inspire hope in others, and belief that recovery is possible. This position will help carers regain their lives, consider and provide specific supports for their needs and their own unique recovery process as they provide support to the person with the mental illness they are caring for.

This position works alongside other members of the treating teams and Lived Experience Workers (LEW). Their focus is to support the carer/ family, including in orientating them to the service, understanding the challenges being experienced in their own needs, preferences and strengths. The Family and Carer Peer Support Worker will also work with the family on their own wellbeing and future structure for hope and recovery.

The Family and Carer Peer Support Worker will use their own lived experienced and professional expertise to share their skills and learning, increased problem-solving capabilities and provide emotional support, information and practical assistance to families and carers in ways to meet the needs of each family and carer. Within a relationship of mutuality and information, the Family and Carer Peer Support Worker will promote choice, self-determination and greater opportunities to families to be heard and be active participants in the treatment, care and support provided.

This position requires a clear and readily articulated understanding of the role of and challenges faced by families and carers within the mental health system, which seeks to be inclusive and respectful of carer's views, acknowledge their needs as individuals and honour their lived experience. The Family and Carer Peer Support Worker provides peer support to carers of GVAMHS to be involved in decision making about their care and treatment.

RESPONSIBILITIES AND DUTIES

- **The following duties are inclusive of but not limited to:**
- Provide one to one and group peer support for families and carers of consumers using personal mental health experience to model hope and recovery.
- Assist carers to identify their support needs and focus on their personal recovery.
- Relate with consumers or carers from the basis of lived expertise, sharing skills and learnings as appropriate in a way that brings hope, supports and empowers carers to move forward in their recovery.
- Uphold lived experience work values and principles to build relationships with people accessing services are recovery, strength, ability and focus.
- Engage directly with or co facilitate carer recovery groups and education as required.
- Assist families and carers to access other services to support them in their caring role.
- Liaise and consult with external services providers / agencies as required to gather information, provide advice and make connections.
- Draw upon strength based, recovery-oriented models of care & support.
- Adhere to and comply with relevant legislation and frameworks i.e. Mental Health Act, Working with Families and Carers Chief Psychiatrist Guidelines.
- Provide a high-quality service to internal customers and consumers that reflects best practice and adds value to GV Health.
- Assist the organisation in achieving clinical effectiveness by providing the appropriate systems, information or services to clinical areas.
- Work collaboratively with service leaders and clinicians to promote recovery orientated practice and sharing personal mental health lived experiences where appropriate to ensure care is sensitive to the needs and views of consumers.
- Contribute regularly to the continuous improvement of the service through 1:1 and team meetings.
- Participant in discipline specific supervision internal and external as guided by the Senior Carer Consultant.
- Participate in networking and peer led community of practices.
- Participate in ongoing mandatory training and professional development as indicated.
- Collaborate with carers and the community in the development, implementation and review of health service planning, policies and quality improvement activities.
- Uphold and protect consumer carer rights and maintain strict confidentiality.
- Demonstrate sensitivity, empathy and respect for the customs, values and spiritual beliefs of others at all times.
- To Engage and participate in an integrated AOD assessment and treatment process.

KEY SELECTION CRITERIA

Essential:

- Must have a lived / living experience of caring for or having a family member with a mental illness and treatment within a mental health service and able to use that knowledge and skill arising from their lived experience in an empathic and compassionate way.
- Well-developed communication and interpersonal skills, including the ability to consult, liaise and work collaboratively with consumers, carers and service staff.

- An ability to work independently in an organised manner and to be able to be a good team player when required
- Commitment to working with families/carers and service providers in the improvement of mental health services for consumers and their family/carers.
- An ability to work within a clinical mental health service, under the Victorian Mental health Act 2022.
- An ability to allow people to be the experts in their own lives; work from a recovery and strengths-based framework and draw on their own lived / living experience in working alongside family/carers.
- To display the ability or understanding of AOD screening and assessment of substance use/withdrawal and the principles of an integrated mental health and AOD treatment approach.

Desirable:

- Previous experience in a similar role.
- Current driver's licence.
- Formal qualifications or willing to complete relevant to Lived Experience peer support work such as Certificate IV in Mental Health (Peer Work) and /or Intentional Peer support training.

KEY PERFORMANCE INDICATORS**Your performance will be measured through your successful:**

- Demonstration of GV Health values and behaviours, being a role model for living the values, Compassion, Respect, Excellence, Accountability, Teamwork and Ethical Behaviour;
- Development and maintaining of collaborative relationships with all other teams and professionals;
- Promoting and enabling of efficient teamwork and service provision both within the department and/or organisation and with other service providers;
- Ability to contribute to a safe working environment and ensure compliance with legislative requirements concerning Occupational Health and Safety, anti-discrimination, and equal opportunity;
- Engagement with consumers Carers of GVAMHS.
- Evidence of updated relevant information on local support options.
- Attendance and active participation at meetings as required.
- 100% compliance with training requirements as outlined in the GV Health Education Framework.
- Active participation in the Performance and Development review process.

AT GV HEALTH ALL STAFF ARE REQUIRED TO

- Demonstration of GV Health values and behaviours, being a role model for living the values, Compassion, Respect, Excellence, Accountability, Teamwork and Ethical Behaviour;
- Maintain an understanding of individual responsibility for consumer safety, quality and risk and adhere to the relevant policies, procedures and guidelines;
- Development and maintaining of collaborative relationships with all other teams and professionals;
- This role may from time to time deal with distress, anxious or upset consumers or members of the public. GV Health is committed to the physical and psychosocial safety of our staff. GV Health staff are required to comply with all safety related training, look after the safety and well-being of themselves and each other, and actively foster a safe working environment;
- Maintain a safe working environment for yourself, your colleagues and members of the public;

- Identify, report and manage risks and ensure actions are taken to prevent and minimise harm to consumers and the GV Health workforce;
- Contribute to organisational quality and safety initiatives;
- Observe and comply with child safe principles, standards and expectations of appropriate behaviour toward and in the company of children;
- Complete the mandatory training requirements as defined by GV Health and actively engage in the Performance Development Review process;
- Minimise the risk of infection to consumers, residents, employees, visitors, contractors and the general public;
- Seek internal customer or consumer feedback and respond accordingly to identify areas of needs;
- Comply with requirement of National Safety and Quality Health Service Standards and other relevant standards, regulations and legislative requirements;
- Comply with the principles of patient and family centred care;
- Not smoke or vape on GV Health premises;
- Comply with immunisation requirements as per the Department of Health Victoria;
- Comply with all applicable to position pre-employment checks, which may include but is not limited to; police checks, working with children's check (WWCC), National Disability Insurance Scheme (NDIS), Aged Care screening requirements.

ACCEPTANCE:

I acknowledge and accept that this Position Description represents the general outline of duties, responsibilities and accountabilities that are expected of me in my employment in the position, and may not encompass every aspect of the position. I understand that The GV Health reserves the right to modify position descriptions as required, however I will be consulted when this occurs.

I acknowledge and accept that I must complete and maintain all relevant pre-employment screening and checks for successful employment.

I acknowledge and accept that that I have read and fully understand this Position Description. I agree that I have the ability to fulfil the inherent requirements of the position, and accept my role in fulfilling the responsibilities, activities, duties and generic position requirements.

I acknowledge I will be required to undertake the duties as set out in the position description (and any other duties as requested in accordance with my skills and experience) to the best of my ability and, at all times follow lawful direction.

By accepting the contract of employment, I am agreeing to duties and obligations within the Position Description.

Community Care and Mental Health

Family and Carer Peer Support Worker

Reviewed by:

Adult Community Mental Health Team Manager

Issue Date:

May 2025

ABOUT US

Goulburn Valley (GV) Health is a Regional Public Hospital and Health Service for the Hume Region of Victoria, with main campuses located at Shepparton, Tatura, Rushworth and Euroa. The main campus in Shepparton is the major acute referral hospital for the sub region. Additional satellite sites are also located in Shepparton, Seymour, Benalla, Cobram, Echuca and Wodonga. GV Health provides a range of acute, subacute, mental health, aged, primary health and community services.

OUR PURPOSE

To significantly improve the health and wellbeing outcomes and experiences of the people and communities in our care.

OUR VALUES

GV Health's culture centres around our CREATE values and behaviours. Through these values and behaviours we commit to delivering ongoing quality healthcare for our community:



GV Health Vision and Values: [Values and Vision - GV Health](#)

OUR STRATEGIC PLAN

The Goulburn Valley Health Strategic Plan 2024-2026 provides the direction for GV Health with our five strategic pillars being:

- Health and Wellbeing Outcomes: Improve health and outcomes for the population in our region
- Community and Consumer Experience: Ensure everyone has an outstanding personalised experience
- Our Staff Experience: Our people feel connected, supported, safe and well
- Responsible Workplace: Be sustainable and efficient
- Health Equity: Embrace differences in how we design and deliver healthcare

GV Health Strategic Plan: [Strategic Plan 2024-2026 - GV Health](#)

FOR MORE INFORMATION

Application tips: [Application Tips - GV Health](#)

GV Health: <https://www.gvhealth.org.au/about/>

Child Safety and Wellbeing: [Child Safety and Wellbeing - GV Health](#)

Living in Goulburn Valley: [Goulburn | Regional Living Victoria](#)

GV Community Connector: [Community Connector Program for Businesses](#)