

# Position Description

<b>Position Title:</b>	Associate Director Lived and Living Experience Workforce
<b>Reports to:</b>	Director of Nursing and Operations
<b>Department:</b>	Mental Health and Wellbeing Services
<b>Directorate:</b>	Community Care and Mental Health
<b>Cost centre:</b>	Lived Experience Worker Level 6, Year 1-2 (MP46 – MP45)
<b>Code &amp; classification:</b>	Lived Experience Worker Level 6
<b>Employment conditions:</b>	Victorian Public Mental Health Services Enterprise Agreement 2020-2024 and GV Health Policies and Procedures (and as varied from time to time)

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**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).

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## POSITION SUMMARY

Goulburn Valley Area Mental Health and Wellbeing Services (GVAMHWS) is looking for a motivated and passionate leader who has an advanced understanding of the Lived and Living Experience Workforce (LLEW) capabilities and frameworks for Consumers and Carers, within the Victorian Mental Health and Wellbeing System. This position calls for an individual who is change-capable, has experience working with people of different backgrounds and ethnicities, can work alongside senior clinical/executive and non-clinical staff and is able to think strategically with a vision for a better Mental Health and Wellbeing System.

The Associate Director of LLEW is a new leadership position at GVAMHWS and has been created to oversee and inform the strategic development, implementation and evaluation of mental health lived experience service provision. This includes overseeing the LLE Workforce support to both inpatient and community based mental health care and support.

The Associate Director of LLEW reports directly to the GVAMHWS Director of Nursing and Operations and will influence LLEW strategic direction and structure. This role will lead and support the full and effective participation of those with a LLE of being a carer or consumer of the mental health & wellbeing system. The position will be integral into the implementation of the Royal Commission into Victoria's Mental Health System recommendations.

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## RESPONSIBILITIES AND DUTIES

**The following duties are inclusive of but not limited to**

- Lead core LLEW functions, including reflective supervision, wellbeing support, performance development, and co-designed capability building

- Design and oversee LLEW team structures, work plans, priorities and coordination processes that support clarity, sustainability and effectiveness.
- Manage workforce budgets, resources and reporting in line with contractual and organisational requirements.
- Contribute to planning, strategic development, governance processes and the implementation of shared priorities for GV Health.
- Oversee the implementation of appropriate workforce discipline frameworks for both the consumer and carer/family LLEW and work in accordance with the 2025-2028 Lived Experience Plan (Mental Health & Wellbeing Commission)
- Actively represent LLEW needs and perspectives at a high level.
- Build and maintain constructive relationships with lived experience peak bodies, mental health services, and other external partners to support shared goals.
- Support GVAMHWS staff to work in collaboration with consumers, families/representatives and carers
- Be responsible for the recruitment and retention planning for Senior LLEW consultant staff.
- In consultation with the relevant clinical team managers and People and Culture, oversee the recruitment, staffing and human resources management needs for the LLEW
- Maintain the rostering and day to day operational management and supervision of the Senior LLEW Consumer and Carer consultant(s) staff of GVAMHWS.
- Oversee the work rotations and supervision of early career LLEW staff
- Embed appropriate supervision for the LLEW according to both in the provision of peer support, consumer consultancy, problem-solving, education and research as required by their respective work areas.
- Participate in and lead various audit and continuous improvement activities from a LLEW perspective
- Support the Director of Nursing and Operations, the Divisional Operations Director and the GV Health Executive by providing expert advice and planning direction regarding the strategic vision of the LLEW at GVAMHWS.
- Be a leader of change driving organizational and cultural changes needed to achieve strategic objectives supporting new approaches to improve results for consumers of mental health services and their families
- Maintaining a commitment to continuous improvement. Working with the safety and quality team using approved methodology to improve existing conditions and processes whilst identifying improvement opportunities, generating ideas, and implementing solutions.
- Represent GVAMHWS at Senior Operational level, State-wide Committees set up by the Department of Health and Human Services or other Victorian Government Departments, and/or national forums or committees as required to provide advice on the development and implementation of programs and initiatives from a Lived Experience perspective

## **EXTERNAL RELATIONSHIPS**

### **Liaises with:**

- External Auditors
- Universities and Training Organisations
- Non-Government Organisation (NGO) stakeholders and GV Health partners
- Other Mental Health providers and tertiary mental health services
- Victorian Mental Health & Wellbeing Statutory Agencies (including but not limited to Victorian Mental Health & Wellbeing Commission, Department of Health & Mental Health & Wellbeing Tribunal)

## INTERNAL RELATIONSHIP

### Liaises with:

- GV AMHWS Director of Nursing and Operations
- GV AMHWS Leadership Team
- GV AMHWS Authorised Psychiatrist
- GV Health Divisional and Executive Directors
- GV Health, Health Safety and Wellbeing

## POSITIONS REPORTING TO THIS ROLE

- GVAMHWS Senior Consumer Consultant
- GVAMHWS Senior Carer Consultant
- GVAMHWS Senior LLEW Professional Development Support Co-ordinator
- Provide professional line reporting for remaining GVAMHWS LLEW staff
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## RESPONSIBILITY OF MANAGEMENT POSITIONS:

- Actively manage employees by conducting annual performance reviews and ensuring that health and safety, all Mandatory Training, employment **principles** and legislative requirements are met;
- Identify employee education and development needs, recognise competencies of employees and ensure employees complete compulsory competencies;
- Participate in supervision of graduates, junior employees, students, orientation programs, preceptorship, mentoring and performance enhancement responsibilities;
- Provide opportunities for staff to attend mandatory core competencies and monitor compliance;
- Actively recruit and manage all aspects of workforce demands;
- Computer literacy at intermediate level for Microsoft applications;
- Demonstrated business planning, policy, financial and human resources management skills;

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## KEY SELECTION CRITERIA

### Formal Qualification(s) and Required Registration(s):

#### Essential:

- Commitment to the GV Health Values of *Compassion, Respect, Excellence, Accountability, Teamwork and Ethical Behaviour*.
- A lived or living experience of the mental health system or alcohol and other drug (AOD) services — either through your own experiences or in a caring role — and have the ability to draw thoughtfully on that perspective in leading, developing and advocating for a lived experience workforce
- A clear understanding of the distinct roles, contributions and support needs of both consumer and family/carer lived experience workers, and a commitment to leading with equal considerations across these perspectives
- A well-developed understanding of contemporary trends and issues in mental health
- Experience designing and managing workforce systems — including work planning, supervision structures, professional development and priority setting
- Minimum of 5 years' experience in LLE Workforce leadership or supervisory role
- A leadership style grounded in lived experience values, and the ability to foster psychologically safe, inclusive and accountable team environments

- Well-developed communication and interpersonal skills, including the ability to develop and maintain effective working relationships with service users, families/carers, colleagues, clinical staff and other health and welfare service providers
- Sound knowledge of Victoria's mental health and/or AOD systems and reform contexts, including the evolving role of lived and living experience workforces in shaping service delivery, workforce strategy and system design
- Sound knowledge of legislation and standards pertaining to the delivery of mental health services, including (but not limited to): Mental Health Act 2022 and National Standards for Mental Health Services.
- Satisfactory National History Criminal Check prior to commencement of employment
- Satisfactory Victorian 'Employee' Working with Children Check prior to commencement of employment
- Completion of a Commonwealth of Australia Statutory Declaration prior to commencement of employment

**Desirable:**

- Tertiary qualifications in a relevant health-related discipline
- Certificate 4 in Mental Health Peer Work
- Post graduate qualifications and/or management qualifications will be highly regarded.
- Membership with Tandem and demonstrated involvement in the family/carer space

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

- Post graduate qualifications and/or management qualifications will be highly regarded.
- Membership with Tandem and demonstrated involvement in the family/carer space Rostering which is completed in accordance with the relevant Enterprise Agreement requirements
- Budget management and the department is within budget, performance and development reviews are completed on time, training and core competency requirements are met as per the GV Health Education Framework and leave balances are managed in accordance with the policy and procedure to minimise liability
- 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;
- 80% attendance and active participation at committees, working groups and meetings

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**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.

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## 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.

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Community Care & Mental Health	Associate Director Lived Experience Workforce
<b>Reviewed by:</b>	Lisa Scarf
<b>Issue Date:</b>	July 2025

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## ABOUT US

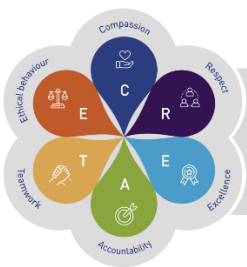
Goulburn Valley (GV) Health is a Regional Public Hospital and Health Service for the Hume Region of Victoria, with main campuses located at Shepparton, Tatura, Rushworth and Euroa. The main campus in Shepparton is the major acute referral hospital for the sub region. Additional satellite sites are also 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:



COMPASSION  
RESPECT

EXCELLENCE  
ACCOUNTABILITY

TEAMWORK  
ETHICAL BEHAVIOUR

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](#)