

Position Description

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| Position Title: | Lived Experience Worker - ECT |
| Reports to: | Nurse Unit Manager - Wanyarra |
| Department: | Wanyarra |
| Directorate: | Community Care & Mental Health |
| Cost centre: | H0253 |
| Code & classification: | Lived Experience Worker Level 1 or 2 (MP27 – MP35) |
| Employment conditions: | Victorian Public Mental Health Services Enterprise Agreement 2020-2024 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 Lived Experience Worker – ECT (Electroconvulsive Therapy) is an individual who has personally navigated mental health challenges and may also have undergone ECT treatment themselves. This firsthand experience allows them to offer a unique and deeply empathetic perspective that complements clinical care by fostering authentic connections with consumers. Through their lived experience, they are able to provide compassionate support, accurate information, and emotional reassurance to individuals who may be feeling anxious, uncertain, or overwhelmed by the prospect of ECT treatment.

Functioning as a crucial and valued member of the multidisciplinary mental health team, the Lived Experience Worker is predominantly situated in the ECT lounge – an environment that serves as a pre – and post – treatment space for consumers. Within this setting, they engaged in meaningful one-on-one interactions, holding space for individuals to voice their concerns, share their feelings, and process their experiences.

By drawing upon lived experience in an informed and intentional way, the Lived Experience Worker helps to dismantle stigma surrounding ECT and mental health treatment more broadly. Their presence fosters trust and creates a safer, more supportive atmosphere for consumers to engage with their recovery. Ultimately, this role enhances the quality and person-centred of care by increasing comfort, confidence, and agency among individuals receiving ECT – Contributing to a more dignified and empowering treatment experience.

RESPONSIBILITIES AND DUTIES

The following duties are inclusive of but not limited to the following:

- Provide peer-based emotional support to consumers receiving ECT, drawing on lived experience in a respectful, non-judgmental, and recovery-oriented way.
- Sit with and be present for consumers in the ECT lounge before and after treatment sessions.

- Offer information and education about ECT in a way that is accessible, empathetic, and responsive to individual needs
- Collaborate with clinical staff to ensure the emotional and psychological needs of consumers are acknowledged and supported.
- Support consumer feedback and advocacy by providing a safe space to express concerns or questions.
- Maintain confidentiality and uphold the rights of consumers at all times.
- Participate in team meetings, supervision, and training relevant to the peer workforce.
- Contribute to the ongoing improvement of peer practices and ECT service delivery by sharing insights and feedback based on consumer interaction.

KEY SELECTION CRITERIA

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

Essential:

- Lived experience of mental health challenges and/or having received ECT treatment.
- Demonstrated understanding of the values and principles of consumer peer work and the recovery model.
- Ability to engage respectfully and empathetically with individuals in distress or undergoing medical treatment.
- Excellent communication and interpersonal skills, with the ability to build rapport and trust.
- Capacity to work both independently and collaboratively within a multidisciplinary team.
- Commitment to ethical practice, confidentiality, and consumer rights.
- Willingness to participate in training, supervision, and reflective practice.

Desirable:

- Prior experience in a peer support or lived experience role in a mental health setting.
- Understanding of ECT and its role in mental health treatment.
- Mental Health First Aid or peer worker training certification.

KEY PERFORMANCE INDICATORS

Your performance will be measured through your successful achievement of:

- Demonstrating of GV Health CREATE values and behaviours and being a role model for living the values of Compassion, Respect, Excellence, Accountability, Teamwork and Ethical Behaviour;
- Consistent presence and engagement in the ECT lounge during scheduled shifts.
- Positive consumer feedback regarding support and information provided.
- Evidence of appropriate referral or escalation when consumer needs exceed the peer support scope.
- Active participation in supervision, team meetings, and professional development activities.
- Demonstrated adherence to confidentiality, safety, and ethical practice guidelines.
- Contributions to service improvement initiatives, including documentation of consumer experiences and feedback (where appropriate and de-identified).

ALL GV HEALTH STAFF ARE REQUIRED TO

- Demonstrate GV Health's CREATE values and behaviours and being a role model for living the values of 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;
 - Develop and maintain collaborative relationships with all other teams and professionals;
 - Promote and enable efficient teamwork and service provision both within the department and/or organisation and with other service providers;
 - Contribute to a safe working environment and ensure compliance with legislative requirements concerning Occupational Health and Safety, anti-discrimination, and equal opportunity;
 - 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 and maintain all 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;
 - Comply with requirements of the 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 Victorian Department of Health Victoria;
 - Comply with all applicable position pre-employment checks that are relevant to the role, which may include but is not limited to; police checks, Working with Children's Check (WWCC), National Disability Insurance Scheme (NDIS) and Aged Care screening requirements;
 - In this role you may occasionally interact with distressed, anxious or upset consumers or members of the public. GV Health is committed to the physical and psychosocial safety of our staff. All 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.
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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 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 & Mental Health**Lived Experience Worker - ECT**

Reviewed by: Benjamin Fletcher

Issue Date: 18/07/2025

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](#)