

Position Description

Position Title:	Carer / Family Peer Worker
Reports to:	Headspace centre manager
Department:	Goulburn Valley Infant, Child and Youth Mental Health and Wellbeing
Directorate:	Community Care and Mental Health
Cost centre:	HO504
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 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

Headspace is the National Youth Mental Health Foundation providing early intervention mental health services to 12-25-year old's. headspace's vision is to improve young people's mental, social and emotional well-being through the provision of high quality, integrated services when and where they are needed.

headspace Shepparton is operated by Goulburn Valley Health. All headspace centres are funded by the Australian Government department of health. headspace can help young people with mental health, physical health (including sexual health), alcohol and other drug services, and work and study support. headspace Shepparton was established in 2013 with Goulburn Valley Health as the lead agency and is supported and governed by a consortium of partner agencies and a youth advisory council.

The Family Carer Peer Worker is a new role in headspace who will use their own lived experienced 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 Carer Peer 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.

Headspace is committed to family inclusive practice and this role will compliment other lived experience roles (youth peer workers) at headspace and the headspace clinical and community teams . Through sharing the wisdom of their own experiences, the Carer Peer Worker will inspire hope in others, and belief that recovery is possible. The Carer Peer Worker 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.

The successful applicant will work alongside other members of the LEW and treating teams. 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 Carer Peer Worker will also work with the family on their own wellbeing and future structure for hope and recovery.

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.

RESPONSIBILITIES AND DUTIES

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

- 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 in embedding family inclusive practice principles in the headspace team
- 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 support and education groups as required
- Assist families and carers to access other services to support them in their caring role.
- Provide written information to family, carers and supporters including provision of service information packs, mental health fact sheets and support service contact details
- Maintain confidentiality within the team, respecting the privacy of participants and their families/carers and supporters at all time.
- Engage with Tandem / Carer Lived Experience Workforce (CLEW), and other external sources to continue educational and professional development
- 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.
- Assist the organisation in achieving clinical effectiveness by providing the appropriate systems, information or services to clinical areas
- Work collaboratively with services 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
- Assist with the supervision of other LEW where appropriate
- Seek internal customer or (consumer) carer feedback and respond accordingly to identify areas of needs

KEY SELECTION CRITERIA

Essential:

- Must have a lived / living experience of caring for young people with mental health concerns 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 multidisciplinary team setting within a youth organisation focused on mental health and wellbeing
- 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.
- Ability to work flexibly and use initiative, have good time and task management skills and the ability to work autonomously and with others.
- Good written, verbal and interpersonal communication skills.
- 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.
 - Computer literacy

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 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;
 - Development and maintaining of collaborative relationships with all other teams and professionals;
 - Promoting and enabling of efficient teamwork and service provision both within headspace 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;
-

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.

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 and Mental Health	Family Carer Peer Worker - Headspace
Reviewed by:	Robyn Hucker
Issue Date:	September 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](#)