

Position Description

Position Title:	Lived Experience Psychosocial Support Worker - Hospital Outreach Post Suicide Engagement (HOPE) Program
Reports to:	Manager – Hospital Outreach Post Suicide Engagement (HOPE) Program
Department:	Hospital Outreach Post Suicide Engagement (HOPE)
Directorate:	Community Care and Mental Health
Cost centre:	H0489
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 HOPE Program is a state government initiative that provides assertive outreach support to consumers following suicidal behaviour or suicidal crisis. The HOPE program aims to engage individuals who often do not meet the threshold for public mental health services using a trauma informed approach and providing clinical and practical supports.

The psychosocial support worker will work collaboratively with the consumer and their families or carers as part of the support team to build rapport and offer support that is tailored and flexible to meet their recovery needs. This support will be provided in a manner consistent with trauma informed and recovery oriented psychosocial care. Additionally, a range of practical supports may also be provided.

RESPONSIBILITIES AND DUTIES

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

- Work under the direction, guidance and supervision of the Senior HOPE clinician.
- Escalate and report regularly in relation to deterioration in presentation of consumer's mental health or any identified risk issues.
- Support consumers in their journey through the program using their own lived experience to make decisions.
- Provide information to consumers, carers and families including the availability of resources.
- Support consumers to attend appointments at HOPE as well as other agencies they may seek support from.

- Advocate on behalf of consumers and promote an individual's rights based on approach to achieve optimal recovery
- Refrain from providing services that may be seen to be clinical in nature
- Liaise with internal and external service systems to enhance opportunities and strengthen relationships.
- Participate in clinical meetings.
- Provide cultural and emotional support to improve the overall wellbeing of the consumer.
- Assist in the dissemination of information to the treating team including peer workers, carer, family and other stakeholders.
- Promote recovery, minimise psychiatric disability and prevent relapse. This will include active engagement to supportive services and lifestyle.
- Provide a high-quality service to consumers that reflects best practice and adds value to GV Health
- Carry out duties as per the relevant duty routines.
- After hours work may be required

KEY SELECTION CRITERIA

Essential:

- Lived/Living experience of mental illness and an understanding of the public mental health service system.
- Ability to work within a community setting and within the broader service system under the guidance, direction and supervision of the Senior HOPE Clinician.
- Demonstrated commitment to working with both consumers and staff to improve the outcomes for consumers of the HOPE program.
- Well-developed communication (written, verbal) and interpersonal skills including the ability to work with Participants, clinical staff and other shared care providers as well as communicate advance alternative views within the workplace.
- A willingness and ability to participate in additional training which is necessary to fulfil the requirements of the position.
- Ability to work independently or in a team with limited supervision
- Ability to understand policies and processes
- Understanding boundary recognition that may occur in this role

Desirable:

- Experience in similar Lived/Living Experience position
- Completion of Intentional Peer Support Training (IPS)
- Ability to promote the LLEW perspective

KEY PERFORMANCE INDICATORS

Your performance will be measured through your successful achievement of:

- 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

- Report on interactions and service provided to consumers and other agencies
- Report contact data as directed
- Attend supervision as directed

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 & Mental Health	Lived Experience Psychosocial Support Worker
Reviewed by:	Catherine Bould
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](#)