

# Position Description

<b>Position Title:</b>	Family & Carer Peer Support Worker – Adult Mental Health
<b>Reports to:</b>	Adult Mental Health Community Team Manager
<b>Department:</b>	Adult Mental Health
<b>Directorate:</b>	Community Care & Mental Health & Chief Allied Health Officer
<b>Cost centre:</b>	H0452
<b>Code &amp; classification:</b>	Lived Experience Worker Level 2 Years 1-4 (MP32 – MP35)
<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

The Carer /Family 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 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 LLEW 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.

The Family Carer Peer 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.

Carer lived experience peer work use their own experience have the skills to assist families and carers to navigate the mental health system. Their primary role is to provide support and to advocate for the needs of families, carers and supporters both directly and systemically within the service.

Another key feature of the carer lived experience workforce is to increase the understanding of the family/carer experience in mental health service settings across other disciplines. To support the relationship between consumers, organizations and carers in doing so lived experience peer work improves the culture and quality of mental health services and the delivery of care.

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## 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 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
- Have access to Funding resources with support from the Senior Carer Consultant
- Maintain confidentiality within the team, respecting the privacy of participants and their families/carers and supporters at all time.
- Engage with a variety of carer lived experience community resources 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.
- Adhere to and comply with relevant legislation and frameworks i.e. Mental Health Act, Working with Families and Carers Chief Psychiatrist Guidelines
- 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 LLEW leadership
- Participate in networking and peer led community of practices
- Develop and maintain collaborative relationships with all other teams and professionals
- 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
- Assist with the supervision of another LLEW where appropriate
- Improve performance by seeking feedback, setting goals and participating in annual performance reviews and professional development
- Participate in committees and professional groups and disseminate relevant information to relevant employees
- Comply with the principles of Patient and Family Centred Care

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## 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.
- 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

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## KEY PERFORMANCE INDICATORS

### Your performance will be measured through your successful achievement of:

- 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.
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## **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 Mental Health**

**Family & Carer Support Peer Worker**

**Reviewed by:**

Associate Director Adult & Old Age Mental Health

**Issue Date:**

February 2026

## 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](#)