

Position Description

Position Title:	Mental Health Consumer Peer Worker
Reports to:	Adult Mental Health Community Manager
Department:	Adult Mental Health
Directorate:	Community Care & Mental Health & Chief Allied Health Officer
Cost centre:	H0452
Code & classification:	Lived Experience Worker Level 2, Years 1-4 (MP32 – 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 Consumer Peer Worker works alongside other LLEW, and clinical mental health staff within the GV Health Mental Health Adult & Older Adult program. Through sharing the wisdom of their own experiences, the Consumer Peer Worker will inspire hope in others, and belief that recovery is possible. The Consumer Peer Worker will help others regain control over their lives and their own unique recovery process as well as provide support to the families/carers of consumers that are caring for someone with mental illness.

The objectives of the program include:

- Improve links to community-based support for clients that is tailored, timely and responsive to their unique needs and circumstances
- Improve recovery outcomes through strengthening connection to carers, family, community and support services
- Provide a specific focus on groups at a higher risk of psychological distress and suicide. This includes first nation peoples, primary producers, gender diverse communities, refugees and new migrants.

The Consumer peer worker will work collaboratively with consumers and their families or carers as part of the support team to build rapport and offer support that is tailored and flexible to meet the recovery needs of the consumer.

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 Consumer Consultant, Program Manager & Associate Director LLEW
- 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 from a lived experience perspective and provide referral pathways to appropriate services. Provide information to consumers, carers and families including the availability of resources.
- Support clients to attend appointments.
- Advocate on behalf of consumers.
- Refrain from providing services that may be seen to be clinical in nature however participate in clinical meetings to provide LLEW perspective and voice
- Liaise with internal and external service systems to enhance opportunities and strengthen relationships.
- 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. including providing therapeutic and psychoeducation groups with consumers as required
- 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.
- Participate in ongoing professional development and discipline specific supervision
- Attendance to meetings as required by the LLEW leadership & Program Manager
- Where relevant collaborate with consumers and the community in the development, implementation and review of health service planning, policies and quality improvement activities
- Uphold and protect consumer rights and maintain strict confidentiality
- Demonstrate sensitivity, empathy and respect for the customs, values and spiritual beliefs of others at all times
- Comply with the principles of Patient and Family Centred Care

KEY SELECTION CRITERIA

Essential:

- Must have a lived / living experience of your own mental illness and treatment and recovery 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

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.

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 Mental Health	Mental Health Consumer Peer Worker
Reviewed by:	Associate Director Adult & Older 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](#)