

Position Description

Position Title:	Family & Carer Peer Worker - Adult Mental Health
Reports to:	Adult Community Mental Health Program Manager
Department:	Adult Community Mental Health
Directorate:	Adult and Older Adult Mental Health & Wellbeing Service
Cost centre:	H0452
Code & classification:	Lived Experience Worker Level 3, Years 1 – 4 (AK43 – AK46)
Employment conditions:	Victorian Public Mental Health Services Enterprise Agreement 2025 – 2028 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 Family/Carer Peer Worker is an integral member of the Goulburn Valley Adult Community Mental Health Service, working collaboratively with Carer Consultants, Lived and Living Experience Workforce (LLEW), colleagues, and multidisciplinary clinical teams. Drawing on their own lived experience as a family member or carer of a person experiencing mental ill health and psychological distress.

The Family/Carer Peer Worker provides authentic peer support that promotes Relationality, Connection, Compassion, Equity and Inclusivity. The role focuses on supporting families and carers throughout their engagement with mental health services, including orientation to services, understanding the challenges associated with their caring role, and identifying their individual strengths, preferences, and support needs. The Family/Carer Peer Worker works alongside carers to enhance their wellbeing, build confidence and self-determination, and support their own recovery journey while they continue to care for and support a loved one experiencing mental ill health.

Through the purposeful use of lived experience and peer worker principles, the Family/Carer Peer Worker provides emotional support, practical assistance, information, advocacy, and shared learning opportunities. They assist families and carers to strengthen their coping strategies, increase problem-solving skills, access appropriate supports, and develop hope for the future.

The role also contributes to the broader mental health service by promoting awareness and understanding of the family and carer experience across all disciplines. By fostering meaningful partnerships between consumers, carers, families, and mental health services, the Family/Carer Peer Worker helps to enhance service quality, strengthen recovery-oriented practice, and support the delivery of compassionate, person-centred care.

RESPONSIBILITIES AND DUTIES

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

- Provide individual and group-based peer support to families, carers and supporters of people experiencing mental health challenges, using lived experience purposefully to foster hope, resilience, self-determination and recovery.
- Establish authentic, respectful and trusting relationships with families and carers through the intentional use of lived experience, shared understanding and peer support principles.
- Support families and carers to identify their strengths, goals, preferences and support needs, and to develop strategies that enhance wellbeing, recovery and quality of life.
- Assist carers to navigate the mental health system and access information, services, resources and supports relevant to their caring role and personal wellbeing.
- Provide emotional support, practical assistance, advocacy and information that is responsive to the unique needs of families and carers.
- Facilitate or co-facilitate family and carer support groups, education sessions and other peer-led activities as required.
- Apply recovery-oriented, strengths-based, trauma-informed and family-inclusive approaches in all interactions and activities.
- Support families and carers to recognise their own recovery journey and maintain a focus on their personal wellbeing while supporting a loved one experiencing mental ill health.
- Uphold and model lived and living experience values, ensuring the voices, perspectives and expertise of families and carers are recognised and respected.
- Advocate for the rights, interests and inclusion of carers and families in care planning, service delivery and evaluation, in accordance with legislative and organisational requirements.
- Work collaboratively with the Lived and Living Experience Workforce (LLEW), mental health clinicians and multidisciplinary teams to support the delivery of person-centred, recovery-oriented care.
- Contribute lived experience perspectives to team discussions, service planning and quality improvement initiatives to improve outcomes for consumers, families and carers.
- Promote greater understanding of family and carer experiences across mental health services and support the development of family-inclusive practice.
- Develop and maintain effective partnerships with community organisations, advocacy groups, support services and other stakeholders to improve access to supports for families and carers.
- Liaise with internal and external service providers to facilitate referrals, information sharing and coordinated support, consistent with privacy and consent requirements.
- Assist with the administration and allocation of carer support resources and brokerage funding in consultation with the Senior Carer Consultant, where applicable.
- Maintain professional boundaries, confidentiality and ethical practice in accordance with relevant legislation, policies, guidelines and lived experience workforce standards.
- Comply with the Mental Health and Wellbeing Act, Chief Psychiatrist Guidelines, Carer Recognition principles, and other relevant frameworks and organisational requirements.
- Participate in discipline-specific supervision, reflective practice, professional development opportunities and lived experience communities of practice.
- Contribute to service development through participation in team meetings, committees, working groups and quality improvement activities.

- Demonstrate respect for diversity and provide culturally safe, inclusive and responsive support to individuals from all backgrounds, including Aboriginal and Torres Strait Islander peoples, culturally and linguistically diverse communities, LGBTQIA+ communities, and people with differing spiritual and cultural beliefs.
 - Protect and promote the rights, wellbeing, dignity and autonomy of consumers, families and carers always.
 - Engage with family, carer and community networks to strengthen participation, inclusion and co-design opportunities within mental health services.
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KEY SELECTION CRITERIA

Essential:

- Identifies as a family member, carer or supporter of a person who has experienced mental health challenges and demonstrates the ability to use lived experience purposefully to support, advocate for and empower other families and carers.
- Demonstrated ability to provide effective individual and group peer support to families and carers, fostering hope, self-determination, resilience, wellbeing and recovery through the intentional use of lived experience.
- Sound understanding and application of recovery-oriented, strengths-based, trauma-informed and family-inclusive practice principles within a community mental health setting.
- Proven ability to establish and maintain authentic, respectful and collaborative relationships with families, carers, consumers, colleagues and key stakeholders from diverse backgrounds.
- Highly developed interpersonal, verbal and written communication skills, including the ability to provide emotional support, education, information and advocacy in a manner that is accessible, compassionate and responsive to individual needs.
- Demonstrated knowledge of the mental health system and community support services, with the ability to assist families and carers to navigate services, access resources and strengthen their support networks.
- Commitment to promoting the rights, inclusion and participation of families and carers in service delivery, care planning, evaluation and decision-making processes.
- Demonstrated ability to work collaboratively as a member of a multidisciplinary team and the Lived and Living Experience Workforce, contributing lived experience expertise to support positive outcomes for consumers, families and carers.
- Demonstrated commitment to providing culturally safe, inclusive and responsive support, recognising and respecting the diversity, values, identities and experiences of Aboriginal and Torres Strait Islander peoples, culturally and linguistically diverse communities, LGBTQIA+ communities, and other priority populations.
- Demonstrated understanding of professional boundaries, confidentiality, ethical practice and relevant legislative and policy frameworks, including the Mental Health and Wellbeing Act 2022 (Vic) and family/carer-inclusive practice guidelines.
- Commitment to ongoing professional development, reflective practice, supervision, quality improvement and the advancement of lived experience and peer workforce practices.
- Current driver's licence

Desirable:

- Certificate IV in Mental Health Peer Work, Intentional Peer Support, or other relevant lived experience qualification, or a willingness to work towards obtaining such qualifications.

- Experience facilitating peer support groups, educational programs or family/carers engagement activities within mental health, wellbeing or community service settings.
 - Understanding of contemporary mental health reform, lived experience leadership, co-design principles and the role of families and carers within recovery-oriented mental health services.
 - Experience participating in service development, quality improvement initiatives, advisory groups or community engagement activities that promote family-inclusive and recovery-oriented practice.
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KEY PERFORMANCE INDICATORS

Your performance will be measured through your successful achievement of:

- Establish and maintain meaningful, respectful and recovery-focused relationships with families, carers, supporters, consumers and key stakeholders.
 - Maintain current knowledge of local community, health, wellbeing and carer support services and ensure families and carers receive timely and relevant information
 - Promote understanding of family and carer lived experience across mental health services to strengthen family-inclusive practice and improve service responsiveness.
 - Participate constructively in team meetings, communities of practice, professional forums, working groups and other organisational activities as required.
 - Comply with legislative, regulatory and organisational requirements, including Occupational Health and Safety, Equal Opportunity, anti-discrimination, privacy and the Mental Health and Wellbeing Act.
 - Achieve and maintain compliance with mandatory education and training requirements in accordance with the GV Health Learning and Development Framework.
 - Actively participate in the Performance and Development Review process, including the establishment and achievement of agreed performance goals and professional development objectives.
 - Demonstrate accountability for workload management, documentation requirements and service expectations consistent with the role and lived experience workforce standards.
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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.

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.

Adult and Older Adult Mental Health & Wellbeing Service	Family/Carer Peer Worker
Reviewed by:	Adult Community Mental Health Program Manager
Issue Date:	August 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](#)