

POSITION DESCRIPTION

Position Title:	Senior Consumer Peer Support Worker
Business Unit/Department:	Community Team
Division:	Mental Health and Wellbeing Services
Award/Agreement:	Victorian Public Mental Health Services Enterprise Agreement
Classification:	Level 3 – Year 1 to Year 4 (MP36 to MP39)
Reports To:	Program Manager and Lived Experience Workforce Manager
Date Prepared/Updated:	17 December 2025

Position Purpose
<p>The Senior Consumer Peer Support Worker (PSW) is an integral part of our Mental Health and Wellbeing Division's Community Team. Drawing on their unique lived/living experience of mental ill-health and recovery, the peer support worker provides various types of direct support to consumers who are navigating their own recovery journeys.</p> <p>This lived experience informs our ways of working and is practised within the Intentional Peer Support Framework as we walk alongside consumers navigating their own recovery journeys.</p> <p>As part of an emerging and growing Lived/Living Experience Workforce, peer support workers play a pivotal role in enhancing consumer care and engagement. Our unique perspective complements the professional knowledge, skills and service delivery of the multidisciplinary teams in which with work closely within.</p>
Business Unit Overview
<p>The Division of Mental Health and Wellbeing Services spans across multiple Western Health sites and within the local community and services consumers across the lifespan.</p> <p>The Division has recently been established following a key recommendation from the Royal Commission into Victoria's Mental Health System.</p> <p>Western Health's Mental Health and Wellbeing Service (MH&WS) provides a comprehensive range of specialist mental health services to people residing in the local government areas of Melton, Brimbank, Maribyrnong and parts of Hume (Sunbury/Bulla). We deliver specialist clinical programs across Adult Community Services, EMH/PARC/CL Psychiatry, the St Albans Community Care Unit, the Adult Mental Health Rehabilitation Unit, and the Adult Acute Inpatient Unit.</p> <p>The MH&W service is situated in a growth corridor characterised by continuous development, service expansion, and innovative new programs.</p> <p>Our recovery-oriented care is delivered by a skilled multidisciplinary workforce, including lived and living experience workers, with input from consumers and carers. These services include hospital based, community and specialist mental health and wellbeing services for adults, older adults, children and adolescents who are experiencing, or are at risk of developing a serious mental illness.</p>

Our Vision

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The Division collaborates across a number of Divisions within Western Health and partners with external health services and community services to ensure the provision of Best Care.

The Division aims to innovate and develop services and care options across Western Health to ensure Best Care for the community of Western Melbourne.

Key Accountabilities and Responsibilities

The Consumer Support Senior has a **minimum of three years' experience of consumer peer support** in mental health to draw on to:

- Lead, mentor and support a team of consumer peer support workers.
- Provide peer support to consumers on the unit that they are assigned to.

This senior role is an on-the-job leadership role.

You will spend most of the time working alongside the consumer peer support staff and provide support and guidance to ensure that they are supported to meet the demands of their role. Using an Intentional Peer Support (IPS) framework, provide effective and regular supervision, and lead co-reflection for consumer peer workers employed within the service. Being able to provide leadership and on the ground support to the consumer peer support staff as needed is the key priority of this role.

Secondary to your leadership role, you will:

- Provide one to one peer support to consumers engaged with the program, utilising your own lived/living experience to connect, share skills and knowledge as appropriate in a way that brings hope and optimism; PSW's are living examples that recovery is possible;
- Make connections that build on strengths and is inclusive of diversity (Aboriginal and Torres Strait Islanders as well as those from culturally and LGBTQI+ diverse backgrounds);
- Actively participate in referral discussion, clinical review and other relevant internal and external meetings where appropriate and at the direction of the Team Leader and/or clinician, amplifying the voice of lived experience with multi-disciplinary teams;
- Work collaboratively within the multi-disciplinary team whilst ensuring that work aligns to the framework and models of practice of the consumer Lived/Lived Experience discipline;
- Maintain an understanding of individual responsibility for consumer safety, quality and risk and contribute to organisational quality and safety initiatives as well as ensuring compliance with legislative requirements concerning Occupational Health and Safety, anti-discrimination and equal opportunity;
- Actively contribute to the evaluation of the program and to planning, development and implementation of quality improvement projects;
- Actively engage with and contribute to the wider MHWS Lived Experience Workforce, attending co-reflections, community of practice and other events as applicable in collaboration with the program team leaders and Lived Experience Manager;
- Participate in ongoing professional development (i.e., discipline specific supervision, co-reflection, organisational training);
- Achievement of Western Health and portfolio specific KPI targets as they apply to your area.
- Document alongside consumers, in their medical records;
- Maintain accurate records, statistical data and reports as required;
- Ensure consumers are aware of their rights and responsibilities and how to provide feedback;
- Accept accountability to ensure that all clinical information is documented and stored in compliance with the Victorian Health Records Act 2001;
- Participation in formal performance and annual discussion review processes;
- Operate within relevant legal frameworks e.g. The Mental Health Act and Wellbeing Act 2022 and The Privacy Act;
- Demonstrate Western Health values;
- Demonstrate strong ongoing commitment to own professional development and the ability to support and develop knowledge and skills in other team members;

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Key Working Relationships
<p>Internal:</p> <ul style="list-style-type: none"> • Lived Experience Workforce Manager • Lived Experience Coordinator • Consumer and Carer Consultants • MHWS Lived Experience Workforce • Team/Program Manager • Allied Health Team Leader • Clinical and non-clinical staff: SMHWC <p>External:</p> <ul style="list-style-type: none"> • Mental Health & Wellbeing Complaints Commission (MHCC) • Consumer peak bodies – e.g., VMIAC, CMHL, SHARC • Independent Mental Health Advocacy (IMHA) • Legal Aid • Community Partners
Selection Criteria
<p>Essential</p> <ul style="list-style-type: none"> • A personal lived/living experience of mental health challenges, mental health crisis / trauma and engagement with mental health services and demonstrated capacity to skilfully use their knowledge and experience of recovery to support consumers on their own recovery journey; • At least three years' experience in a consumer peer support role, particularly in public mental health; • The ability to train, shadow and mentor new and emerging peer support staff during orientation and in an ongoing way. • Ability to identify training and service development needs for peer support workers • Well-developed communication and interpersonal skills, including the ability to work collaboratively with consumers, carers and multidisciplinary teams; • Be a role model to other consumers that inspires hope and empowers them to take positive steps to self-determination, agency and autonomy; • Encourage and support consumers to re-establish, maintain or build connections with their community to support their mental health recovery. • Completed IPS Training • Demonstrated ability to work effectively as a team member and autonomously; • Ability to liaise and collaborate with multiple stakeholders including treating teams, families, friends and significant others and advocate regularly for the needs of consumers; • Ability to escalate concerns if where necessary; • Demonstrated ability to work in a culturally sensitive and inclusive way with consumers, families and carers from diverse backgrounds. • Ability to reflect on the impact of demands of the role on yourself and seek support or advice when needed. • Hold a current driver's licence and capacity to drive for the purpose of outreach to the consumers'. • Be familiar with and adhere to relevant professional codes of ethics, conduct and practice, values of Western Health and relevant legislation, in particular the Mental Health and Wellbeing Act 2022 (Vic) <p>Desirable</p> <ul style="list-style-type: none"> • Previous experience in a Senior Consumer Peer Support role (preferably within public mental health); • Completed Discipline-Specific Supervision Training • Computer literacy in Microsoft programs (i.e. Word, Excel and Outlook); • Formal qualifications with relevance to Consumer Peer Support work. These qualifications are not required but would be well regarded and may include a wide range of disciplines. Examples may be: <ul style="list-style-type: none"> ○ Cert IV in Mental Health (non-clinical) ○ Cert IV in Mental Health (Peer Work)

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- Community Development
- Intentional Peer Support training
- Current Drivers License
- A second language;
- Understanding of the Victorian Mental Health and Wellbeing Act 2022 and recommendations from the Royal Commission into Victoria's Mental Health System.

Additional Requirements

All employees are required to:

- Obtain a police / criminal history check prior to employment;
- Obtain a working with children check prior to employment;
- Obtain an Immunisation Health Clearance prior to employment;
- Report to management any criminal charges or convictions you receive during the course of your employment;
- Comply with relevant Western Health clinical and administrative policies and guidelines;
- Comply with and accept responsibility for ensuring the implementation of health and safety policies and procedures;
- Fully co-operate with Western Health in any action it considers necessary to maintain a working environment, which is safe, and without risk to health;
- Protect confidential information from unauthorised disclosure and not use, disclose or copy confidential information except for the purpose of and to the extent necessary to perform your employment duties at Western Health;
- Safeguard children and young people in our care, by ensuring that your interactions are positive and safe, and report any suspicions or concerns of abuse by any person internal or external to Western Health;
- Be aware of and comply with relevant legislation: Public Administration Act 2004, Victorian Charter of Human Rights and Responsibilities Act 2006, the Victorian Occupational Health and Safety Act 2004, the Victorian Occupational Health and Safety Regulations 2017 (OHS Regulations 2017), Fair Work Act 2009 (as amended), the Privacy Act 1988 and responsibilities under s141 Health Services Act with regard to the sharing of health information, the Family Violence and Child Information Sharing Schemes, Part 5A and 6A Family Violence Protection Act 2008;
- Be aware of and comply with the Code of Conduct for Victorian Public Sector Employees and other Western Health employment guidelines;

General Information

- Redeployment to other services or sites within Western Health may be required;
- Employment terms and conditions are provided according to relevant award/agreement;
- Western Health is an equal opportunity employer and is committed to providing for its employees a work environment which is free of harassment or discrimination. The organisation promotes diversity and awareness in the workplace;
- Western Health is committed to Gender Equity;
- Western Health provides support to all personnel experiencing family and domestic violence;
- This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required. Western Health reserves the right to modify position descriptions as required. Employees will be consulted when this occurs;
- Western Health is a smoke free environment.

I confirm I have read the Position Description, understand its content and agree to work in accordance with the requirements of the position.

Employee's Name: _____

Employee's Signature: _____ Date: _____

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