

POSITION DESCRIPTION

Position Title:	Lived Experience Advisor
Business Unit/Department:	Consumer Partnerships
Division:	Diversity, Equity & Inclusion
Award/Agreement	Allied Health Professionals (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement
Classification	Community Development Worker Class 2B, Year 1 to Year 2 (XX7 to XX8)
Reports To:	Operations Manager (Best Experience) Nurse Unit Manager (Geriatric Care)
Date Prepared/Updated:	16 August 2026

Position Purpose
<p>The Lived Experience Advisor role recognises the importance of lived experience to guide and support successful consumer participation across the organisation. The Lived Experience Advisor role will work collaboratively within a defined project, supported by the Operations Manager and Lived Experience Advisor Lead in a co-design approach to relevant to the defined project.</p> <p>Sunshine Hospital has a specialist Dementia Management unit. In this unit the team cares for people living with dementia who often have higher and more complex care needs. People cared for in this unit often have care givers who have experienced high levels of carer stress.</p> <p>The Lived Experience Advisor will play an important role as part of the Dementia Management Unit (DMU) Model of Care project, as part of the Aged General Medicine & Subacute Services division at Western Health. The project involves review and redesign of the way we will care for people living with dementia, and their families and care givers. The project will run for 12 months, involving key members of the multidisciplinary team.</p> <p>The Lived Experience Advisor will be a key member and contributor to working groups, providing a consumer lens to improvement work that is prioritised by the team.</p>
Business Unit Overview
<p>The Diversity, Equity & Inclusion division provides organisational leadership and services to embed an equity and inclusion lens within the day-to-day services and culture of Western Health. The division leads work on the Diversity, Equity & Inclusion Framework 2024-2028 and related action plans, in partnership with the People and Culture Best Experience team.</p> <p>The Best Experience Services are:</p>

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Wilim Berrbang – Aboriginal Health Unit

- Provide support to and advocacy on behalf of First Nations consumers, as requested by consumers themselves.
- Provide culturally specific secondary consultation to clinicians.
- Support service improvement activities with a First Nations self-determination lens
- Drive improvements and delivery of the Aboriginal Cultural Safety Plan

Consumer and Lived Experience Partnerships team

- Oversees consumer advisor recruitment, training, support, and engagement.
- Trains and guides staff on best practice consumer engagement strategies to improve quality, safety, and health outcomes.
- Builds partnerships with local communities/organisations to ensure diverse consumer voices.
- Leads Western Health's response to NSQHS Standard: *Partnering with Consumers*.
- Includes our Lived Experience Advisor workforce

Disability Liaison Service

- Provides disability-specific support for patient navigation and reasonable adjustments.
- Offers secondary clinical consultation and expert advice.
- Advocates on systemic barriers to access
- Drive service improvements aligned with the Disability and Neurodiversity Action and Inclusion Plan
- Delivers education and training on disability inclusion.

Gender, Sex and Sexuality Liaison Service

- Provides clinical and peer support for consumers from LGBTIQ+ communities.
- Offers peer support for the workforce.
- Drives service improvements aligned with the Health and Wellbeing Equality Index and our Gender Equality Action Plan
- Builds workforce capacity in LGBTIQ+ affirming practice.

Key Responsibilities

Develop and Implement Strategies

- Support, evaluate and provide expertise to staff relating to Western Health's implementation of the relevant project
- Build effective external and internal partnerships
- Contribute to training strategies for staff and consumers
- Contribute to the development, monitoring and evaluation of systems and processes relevant to the project
- Participate in service evaluation and quality improvement processes
- Support and lead relevant research opportunities related to consumer engagement
- Identify opportunities to provide a better service experience from the consumer perspective

Develop and Manage Relationships with Key Stakeholders

- Attend and support the relevant project committee meetings
- Consult and engage with other health services and industry best practice for improvement opportunities.
- Demonstrate a commitment to Western Health's 'Best Care' framework

Support and deliver training and events

- Develop and provide training to staff/volunteer/consumer teams across the organisation as required
- Support Western Health consumer/inclusion events as required.
- Support a co-design methodology to the development and delivery of training.

Other Key Responsibilities

- Participate and contribute to all relevant Lived Experience workforce meetings

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- Support and assist the consumer advisor network through mentorship, providing bespoke training/ capacity building & assisting in bi-monthly meetings.
- Document and report workflow to allow for appropriate evaluation of the role
- Contribute to the review on consumer information
- Attend working group meetings and contribute to project activities as required

Other duties as required

In addition to the key responsibilities specific to your role, you are required to deliver on the [Key Organisational Accountabilities](#) which are aligned with the Western Health strategic aims.

Key Working Relationships

Internal:

- Operations Manager, Best Experience
- Consumer Partnerships team
- Project team and leadership
- Consumer Advisors
- Operations Manager, Diversity and Inclusion
- Diversity and Inclusion Coordinator
- Director of Nursing and Midwifery
- Language Services Manager
- Community Engagement & Volunteers, Manager/team
- Community Engagement team, Western Public Health Unit
- Community Engagement team, Western Foundation
- Aboriginal Health, Policy and Planning Manager / team (Wilim Berrbang)
- Public Affairs team
- Quality, Safety and Patient Experience unit

External:

- HealthWest Partnership / HealthWest Alliance
- Consumer and patient experience networks
- Relevant government departments i.e. Safer Care Victoria. Health Issues Centre
- Community groups

Selection Criteria

Essential

- Lived/living experience in the healthcare system as a patient, family member, carer, or supporter. Experience as a Consumer Advisor at Western Health or another similar health service
- Confidence to represent the perspective of the community of the west to inform project planning, testing and implementation across the health service
- Demonstrated ability to communicate effectively (written and verbal)
- Experience in working with diverse stakeholders and collaborating with people from different levels and roles.
- Confidence in developing and presenting in a variety of forums
- The ability to develop rapport and working relationships with a range of stakeholders with different personalities and interests
- Ability to work autonomously and collaborate in a multidisciplinary team
- Ability to identify own limitations and work with others to ensure plans are achieved
- Proficient with Microsoft, SharePoint, video conferencing platforms
- Lived/living experience in relation to people living with dementia.

Desirable:

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- Lived/Living experience of being a member of a diverse/marginalised community including but not limited to neurodiversity, disability, migrant/refugee background, First Nations people, LGBTIQ+
- Experience in a similar role within a health service
- Experience in producing high quality and concise reports for various audiences
- Flexibility to work remotely as required

Behavioural Capabilities

Balances Stakeholders

- Anticipates and balances the needs of multiple stakeholders. Makes sure people understand and adhere to ethical standards when working with stakeholders; models and ensures cross-cultural sensitivity.

Collaborates

- Builds partnerships and works collaboratively with others to meet shared objectives. Encourages people to share their honest views, responds in a non-defensive way when they do.

Courage

- Steps up to address difficult issues, saying what needs to be said. Can push back and say "no" when needed.

Cultivates Innovation

- Creates new and better ways for the organisation to be successful. Encourages people to incorporate varied perspectives to strengthen the innovation process.

Develops Talent

- Develops people to meet both their career goals and the organisation's goals. Provides useful real-time coaching, development activities, and stretch assignments.

Drives Engagement

- Creates a climate where people are motivated to do their best to help the organisation achieve its objectives.
- Ensures that others can make decisions and take accountability. Celebrates progress.

Drives Results

- Consistently achieves results, even under tough circumstances. Provides assistance or encouragement to help others over obstacles.

Global Perspective

- Takes a broad view when approaching issues, using a global lens. Ensures that the team operates effectively in both local and global contexts, adjusting approach, as needed.

Instils Trust

- Gains the confidence and trust of others through honesty, integrity, and authenticity. Demonstrates reliability and places a strong emphasis on the team meeting its commitments. Fairly represents others' positions.

Manages Conflict

- Handles conflict situations effectively, with a minimum of noise. Maintains positive and constructive relationships, even under heated disagreements.

Persuades

- Uses compelling arguments to gain the support and commitment of others. Negotiates skilfully; wins concessions without the other party feeling harmed or frustrated.
- Achieves a good balance between defending own position and adapting to others' needs.

Situational Adaptability

- Adapts approach and demeanour in real time to match the shifting demands of different situations. Considers the needs of clients, constituents, and the organisation; shifts priorities appropriately.

Values Differences

- Recognizes the value that different perspectives and cultures bring to an organisation. Is sensitive to differences in norms, expectations, and ways of communicating.

Prioritisation

- Able to prioritise and complete tasks in a timely manner.

Additional Requirements

All employees are required to:

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- Obtain a police / criminal history check prior to employment
- Obtain a working with children check prior to employment (if requested)
- 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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