

## POSITION DESCRIPTION

<b>Position Title:</b>	Senior Carer Peer Support Worker
<b>Business Unit/Department:</b>	Community Team Maribyrnong
<b>Division:</b>	Mental Health and Wellbeing Services
<b>Award/Agreement:</b>	Victorian Public Mental Health Services Enterprise Agreement
<b>Classification:</b>	Lived Experience Worker Level 4 – 4.1 to 4.4 (AK47 to AK50)
<b>Reports To:</b>	Lived Experience Workforce Manager, Community Team Program Manager
<b>Date Prepared/Updated:</b>	17 April 2026

### Position Purpose

The Senior Carer Peer Support Worker (PSW) is an integral part of our Mental Health and Wellbeing Division's Community Team in the provision of valuable peer support and advocacy for carers, families, and supporters of consumers engaged with the service. Drawing on their unique lived/living experience of caring for a person experiencing mental ill-health, the Senior Carer PSW provides peer support to carers who are navigating the emotional, relational, and systemic impacts of supporting another person's recovery, alongside maintaining their own wellbeing.

The expertise of the Senior PSW is demonstrated in their deep understanding of the Intentional Peer Support Framework and sound experience as a carer peer support worker. They lead by example, ensuring high standards of best-practice carer peer support and a family-sensitive, recovery-focused approach. As part of an emerging and growing Lived and Living Experience Workforce (LLEW), the Senior PSW plays a pivotal role in strengthening carer engagement and inclusion, whilst also providing guidance and mentorship to the carer lived experience team.

Our carer peer perspective brings a distinct relational and systemic understanding that complements the professional knowledge, skills, and service delivery of the multidisciplinary teams in which we work and collaborate closely within.

### Our Vision

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## Business Unit Overview

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. The Division has recently been established following a key recommendation from the Royal Commission into Victoria's Mental Health System.

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.

The MH&W service is situated in a growth corridor characterised by continuous development, service expansion, and innovative new programs.

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.

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 Senior Carer Peer Support Worker uses the Intentional Peer Support framework to inform their practice alongside the peer support team to:

- Intentionally share your lived/living experience as a carer to connect with other carers, sharing skills, information, and knowledge in ways that validate carer experiences, foster mutuality, and instil hope.
- Provide peer support to carers through both one-on-one connections and group-based settings, recognising the diversity of caring roles and relationships.
- Support carers to navigate mental health services, understand clinical processes, and engage confidently with treating teams while respecting the autonomy and rights of the consumer.
- Promote carer self-advocacy by supporting carers to understand their rights and responsibilities, including information sharing, participation in care, and privacy considerations.
- Make connections that build on strengths and are inclusive of diversity (including Aboriginal and Torres Strait Islander carers, culturally and linguistically diverse carers, LGBTQI+ carers, and non-traditional or chosen-family carers).
- Participate in building a positive culture through collaboration with members of interdisciplinary teams, including clinical staff, and contribute to increasing awareness of carer-inclusive and family-sensitive practice.
- Attend relevant meetings such as family meetings, clinical reviews, and handovers, providing a carer peer perspective where appropriate.
- Document, alongside carers and where appropriate, in medical records, consistent with role boundaries and organisational policy.
- Engage in discipline-specific supervision and ongoing professional development (e.g. co-reflection, organisational training, Communities of Practice).
- Work collaboratively with wider interdisciplinary teams.

The Senior Carer Peer Support Worker seeks to:

- Lead by example; providing guidance and mentorship to carer peer support workers, fostering reflective, ethical, and family-sensitive carer peer practice.
- Provide a focal point for other carer peer workers to problem-solve complex carer and family needs, including navigating service systems, managing relational dynamics, boundary challenges, and emotional burden.

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- Support carer peer workers to maintain clarity around role boundaries, dual relationships, confidentiality, and ethical use of lived/living experience.
- Actively participate in individual discipline-specific supervision and be willing to provide supervision to peers at lower classification levels where appropriate.
- Provide and/or facilitate regular co-reflection spaces for the carer peer support team, with a focus on sustainability, shared learning, and emotional wellbeing.
- Participate in ongoing professional development (e.g. co-reflection, organisational training) and assist leadership teams through working groups, Communities of Practice, and other meetings as required.
- Identify training and service development needs specific to carer peer support, including carer-inclusive practice, family-sensitive approaches, and systemic advocacy.
- Contribute to the review and development of resources and supports related to supervision, mentorship, peer spaces, access to supports, and reasonable adjustments that promote carer peer worker wellbeing.
- Participate in building a positive organisational culture and contribute to increasing awareness and understanding of carer peer support work, carer perspectives, and the Intentional Peer Support model within interdisciplinary teams.

### Key Working Relationships

#### Internal:

- Lived Experience Workforce Manager
- Maribyrnong Community Program Manager
- Consumer and Carer Consultants
- MHWS Lived Experience Workforce
- Clinical Team Leaders
- Clinical and non-clinical staff

#### External:

- Mental Health & Wellbeing Complaints Commission (MHCC)
- Carer peak bodies – e.g., Tandem, The Collective, SHARC
- Independent Mental Health Advocacy (IMHA)
- Legal Aid
- Community Partners

### Selection Criteria

#### Essential

- Personal lived/living experience as a carer for a family member or friend with mental health challenges, mental health crisis and engagement with mental health services, with demonstrated capacity to skilfully use this experience to support other carers.
- Demonstrated experience in a designated carer peer support role, preferably in public mental health.
- Ability to lead by example, mentor and guide peer support workers in a way that fosters a positive culture of growth, development and shared vision of the Lived/Living Experience workforce, identifying training and service development needs as appropriate.
- Well-developed communication and interpersonal skills, including the ability to work collaboratively with carers, consumers, families, and multidisciplinary teams.
- Ability to be a role model for carers, offering validation, hope, and empowerment while supporting carers to sustain their own wellbeing, agency, and self-determination alongside caring responsibilities.
- Completion of or willingness to undertake training in Intentional Peer Support (core 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 appropriately for carer recognition and inclusion.
- Demonstrated ability to work in a culturally sensitive and inclusive way with consumers, families and carers from diverse backgrounds.

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- Ability to reflect on the impact of demands of the role on yourself and seek support or advice when needed.
- 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)

#### Desirable

- Formal qualifications with relevance to Carer Peer Support work. These qualifications are not required but would be well regarded and may include a wide range of disciplines. Examples may be:
  - Cert IV in Mental Health
  - Cert IV in Mental Health (Peer Work)
  - Community Development
  - Intentional Peer Support training (core / advanced)
- Computer literacy in Microsoft programs (Word, Excel, Outlook).
- Current driver's licence.
- A second language.

#### 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.

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- 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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