

POSITION DESCRIPTION

Position Title:	Consumer Peer Support Worker
Business Unit/Department:	Consumer Consultants – Mid West
Division:	Mental Health and Wellbeing Services
Award/Agreement:	Victorian Public Mental Health Services Enterprise Agreement
Classification:	Lived Experience Worker Level 2 – 2.1 to 2.4 (AK39 to AK42)
Reports To:	Lived Experience Manager
Date Prepared/Updated:	6 April 2026

Position Purpose
<p>The Consumer Peer Support Worker (PSW) provides support to consumers admitted to our Sunshine Mental Health and Wellbeing Centre (SMHWC) throughout their admission, discharge planning and time-limited post-discharge support.</p> <p>The expertise of the PSW is deeply rooted in their own lived/living experience with mental health challenges and engagement with mental health services. 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 (LEW), 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. The Western Health catchment includes the local government municipalities and growth areas of Brimbank, Sunbury, Maribyrnong and Melton.</p> <p>Our recovery-oriented approach to care is provided by a multidisciplinary workforce comprising skilled clinicians, 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> <p>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.</p>

Our Vision

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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 role of Consumer Peer Support Worker is to utilise the principles of intentional peer support from the consumer perspective in order to:

- Intentionally share your lived/living experience of mental ill health to connect with consumers, sharing skills, information and knowledge as appropriate in a way that brings hope and optimism; PSWs 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);
- Provide peer support for current consumers through both one-on-one connections and within groups;
- Provide post discharge support via phone for no longer than a 28-day period unless otherwise negotiated with direct reports;
- Empower consumers to engage with the service and know that their voice matters;
- Support consumers to be knowledgeable and feel confident about their rights and responsibilities and to promote self-advocacy;
- Engage and collaborate with members of our interdisciplinary teams including clinical staff and members of the LEW across the service;
- Link consumers to resources as appropriate and contribute to maintenance of relevant information, and services;
- Attend clinical meetings such as family meetings, clinical reviews and handovers;
- Document, alongside consumers, in their medical records;
- Record consumer contacts for organisational statistical data;
- Escalate any concerns to the identified person within the team (i.e. coordinator/manager);
- Engage in discipline specific supervision and ongoing professional development (i.e. co-reflection, organisational training, communities of practice);
- Participate in building a positive culture and contribute to the increasing awareness and knowledge of the peer support work and Intentional Peer Support model with wider interdisciplinary teams.

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:

- Lived Experience Manager
- Program Manager
- Lived Experience Coordinator
- Consumer and Carer Consultants
- MHWS Lived Experience Workforce
- Clinical Team Leaders
- Clinical and non-clinical staff: SMHWC

External:

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

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Selection Criteria

Essential

- A personal lived/living experience of mental health challenges and accessing mental health services with a willingness to share this lived experience in a peer support capacity;
- Have a desire to connect with and support the journey of other consumers;
- Well-developed communication and interpersonal skills, including the ability to work collaboratively with consumers, carers and staff members;
- Act as a role model for other consumers, inspiring and empowering them to take positive steps towards their own wellbeing and recovery;
- An ability to work independently or within a team;
- Liaise with stakeholders and other members of the multidisciplinary team and advocate regularly for the needs of consumers;
- An ability to use skills and knowledge arising from lived experience in an acute setting;
- An empathic and compassionate approach and ability to allow people to lead their own recovery journey;
- Work alongside clinicians as an equal partner in providing support to consumers;
- Ability to reflect on the impact of demands of the role on yourself and seek out support or advice when needed;

Desirable

- Previous experience in a Consumer Peer Support role (preferably within public mental health);
- An understanding of mental health consumer and carer perspectives and peer support principles;
- 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:
 - Health and community service subjects
 - Teaching
 - Nursing
 - Cert IV in Mental Health (non-clinical)
 - Cert IV in Mental Health (Peer Work)
 - Community Development
 - Intentional Peer Support training
- Current driver's licence;
- 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;

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- 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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