

POSITION DESCRIPTION

Position Title:	Senior 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 3 – 3.1 to 3.4 (AK43 to AK46)
Reports To:	Lived Experience Manager
Date Prepared/Updated:	6 April 2026

<p>Position Purpose</p> <p>The Senior Consumer Peer Support Worker plays a vital role within the lived/living experience teams at our Sunshine Hospital Mental Health and Wellbeing Centre (SHMHWC) in the provision of valuable support and advocacy for consumers admitted to our inpatient units throughout their admission, discharge planning and time-limited post-discharge support.</p> <p>The expertise of the Senior PSW is demonstrated in their deep understanding of the Intentional Peer Support Framework and sound experience as a peer support worker. They lead by example, ensuring high standards of best practice peer support and a recovery-focused approach. As part of an emerging and growing Lived/Living Experience Workforce (LLEW) the Senior PSW plays a pivotal role in enhancing consumer care and engagement whilst also providing guidance and mentorship to our lived experience team.</p> <p>Our unique perspective complements the professional knowledge, skills and service delivery of the multidisciplinary teams in which we work and collaborate closely within.</p>
<p>Business Unit Overview</p> <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>

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

- Provide support to consumers during their admission, discharge planning and time-limited post discharge support; intentionally sharing your own lived/living experience of mental ill health, skills, information and knowledge as appropriate in a recovery-focused way that brings hope and optimism;
- 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);
- Support consumers to be knowledgeable and feel confident about their rights and responsibilities and to promote self-advocacy;
- Support the design, facilitation and running of groups/activities in collaboration with other peer support and multidisciplinary teams;
- Attend clinical meetings such as family meetings, clinical reviews and handovers as appropriate;
- Document, alongside consumers, in their medical records;
- Maintain accurate records, statistical data and reports as required;

The Senior Consumer Peer Support Worker seeks to:

- Lead by example; providing guidance and mentorship to peer support workers, fostering growth and development within the team;
- Provide a focal point for other peer workers to problem solve complex individual consumer needs;
- Escalate any concerns to the identified person within the team (i.e. coordinator/manager);
- Actively participate in individual discipline specific supervision and be willing to provide supervision to peers in lower levels where appropriate to do so;
- Provide / facilitate regular co-reflection spaces for the peer support team;
- Participate in ongoing professional development (i.e. co-reflection, organisational training) and assist leadership teams in working groups, Communities of Practice and other team meetings as required;
- Identify training and service development needs for peer support workers;
- Contribute to the review and development of resources and supports related to supervision, mentorship, peer spaces, access to supports, reasonable adjustments for peer workers' self-care and wellbeing;
- 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 Workforce Manager
- Unit Program Manager
- Lived Experience Coordinator
- Consumer and Carer Consultants
- Allied Health Team Leader
- Clinical and non-clinical staff: SMHWC
- MHWS Lived Experience Workforce
- Other Consumer and Carer Peer Support Workers

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External:

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

Selection Criteria**Essential**

- A personal lived/living experience as a consumer of mental health services.
- Sound understanding of the Intentional Peer Support framework, the roles of peer support workers and peer workforce values relating to consumer/carer rights.
- Demonstrated experience in a designated lived experience role within an area mental health service or organisation.
- Completion of or willingness to undertake training in Intentional Peer Support (core training).
- Excellent interpersonal skills with the ability to communicate effectively with colleagues and consumers/carers and to work co-operatively in a team environment.
- Ability to work with people from diverse backgrounds and in a gender sensitive way.
- 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.
- An understanding of co-design principles and the use of co-design in service development.
- Well-developed written skills and an ability to prepare documentation and reports in a timely manner.
- High levels of personal resilience and the ability to manage workforce challenges.
- Problem solving and conflict resolution skills; effective stress management skills.
- Ability to work within multidisciplinary teams, recognising and respecting the unique differences in clinical and non-clinical models of practice.
- Ability to support orientation, training and education to both peer support teams and clinical staff as required.
- An ability to work independently in an organised manner and able to be a good team player when required.
- An understanding of current Victorian mental health service systems of service delivery and issues, including clinical and community sectors (e.g. Mental Health Community Support Services MHCSS)).
- Ability to work from and recovery and strengths-based framework.
- Confidence with Microsoft software packages.

Desirable

- Training qualifications relevant to the consumer/carer workforce (i.e. Cert IV in Mental Health Peer Work, Intentional Peer Support)
- Consumer Perspective Supervision training
- Experience in staff education and training
- Current driver's licence
- Ability to speak 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 (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.

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- 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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