

POSITION DESCRIPTION

Position Title:	Senior Carer Peer Support Worker: Children & Young People (Families where a Parent has a Mental Illness)
Business Unit/Department:	Operations
Division:	Mental Health & Wellbeing Services
Location:	Sunshine
Award/Agreement:	Victorian Public Mental Health Services Enterprise Agreement
Classification:	Lived Experience Worker: Level 4 – Year 1 to Year 4 (AK47 to AK50)
Reports To:	Manager - Lived Experience; Operations Manager - Specialist Services
Direct Reports:	N/A
Date Prepared/Updated:	16 July 2026

Position Purpose

The Senior Carer Peer Support Worker (PSW) for children and young people provides support to families, carers and supporters of consumers who are registered with WH Mental Health and Wellbeing Services.

The expertise of the PSW is deeply rooted in their own lived/living experience of supporting someone with mental health challenges and has had or has involvement with mental health services. This personal experience can be as a family member, chosen family (including people under the age of 18), partner or friend. This lived experience informs ways of working and is practised within the Intentional Peer Support Framework which is underpinned by principles of respect, accountability, advocacy, collaboration, connection, mutuality, compassion, diversity, flexibility and curiosity.

The Children and Young Person position broadens the scope and reach of the Families where a Parent has a Mental Illness (FaPMI) program by providing a targeted focus to support for young carers in their local environment and strengthening identification and referral pathways for young carers through the mental health and education systems. The CYP Worker position will contribute to the provision of a whole of family approach to service delivery.

Integral to the program are principles of family inclusion, valuing the contributions of people across the life span with Lived Experience, adopting trauma recovery and strengths-based frameworks, and considering the particular needs of families from culturally and linguistically diverse (CALD) and Aboriginal and Torres Strait Islander backgrounds.

Business Unit Overview

The Division of Mental Health and Wellbeing Services spans across multiple Western Health sites and within the local community and provides services for consumers across the lifespan. These services

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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.

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 and Older Adult Acute Inpatient Units.

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.

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 from the carer perspective in order to:

- Intentionally share your lived/living experience of supporting a parent or guardian with mental ill health to connect with them, sharing skills, information and knowledge as appropriate in a way that brings hope and optimism; PSWs inspire hope as living examples that recovery is possible;
- In collaboration with relevant service providers, the staff member will identify support needs and options for children, young people, and young carers to:
 - strengthen existing support networks including their family, where safe and appropriate to do so
 - access more formal support services where gaps in informal supports are identified
- Make connections that build on strengths and are inclusive of diversity (Aboriginal and Torres Strait Islanders as well as those from culturally and LGBTQI+ diverse backgrounds);
- Provide peer support for young carers of parents/guardians through various means such as in-person, groups, phone, online etc;
- Empower young /carers to engage with appropriate services for their health and wellbeing services and that their voice matters;
- Advocate within WH for the inclusion of young /carers and their perspectives;
- Support young carers to be knowledgeable and feel confident about their rights and responsibilities and to promote self-advocacy;
- Design, facilitate/co-facilitate young carer groups and activities to enhance engagement and support;
- Support young carers to access credible information/linkages for both themselves and in order to support the person they are caring for to make well-informed decisions relating to their treatment and recovery;
- Attend family meetings where appropriate;
- Document engagement sensitively in the consumer's medical records;
- Record families/carers contacts for organisational statistical data;
- Escalate any concerns to the identified person within treating teams (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.
- Support children, young people and their families to access financial assistance through the FaPMI brokerage fund
- Contribute to the development of the local FaPMI work plan with dedicated targets for the CYP role.

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- Proactively work towards achieving those targets.
- Participate in FaPMI statewide activities including working groups and FaPMI CYP Worker community of practice
- Work within scope of practice and seek help where required.
- Continue to learn through mandatory training.
- Seek feedback on work including participation in an annual professional development plan.
- Prioritise wellbeing and ensure safe work practices are developed and adhered to as relevant to the role.

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;
- Support carer peer workers to maintain clarity around role boundaries, dual relationships, confidentiality, and ethical use of lived/living experience;
- 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;
- 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.

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
- Operations Manager: Specialist Services
- Child and Young Person (CYP) Community Development Worker
- FaPMI Coordinator
- Community Team Program Managers
- Inpatient Team Program Managers
- Residential Service Team Program Managers
- Clinical and non-clinical staff

External:

- Bouverie Centre
- Young Carer Association – Carer Gateway
- Satellite Foundation
- Little Dreamers
- Local Council Family Services
- Child Protection Services
- Mental Health and Wellbeing Commission (MHWC)
- Consumer peak bodies – TANDEM, SHARC
- Independent Mental Health Advocacy (IMHA)
- Legal Aid
- Community Partners

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Selection Criteria
Essential: • A personal lived/living experience of being a young carer for a family member, chosen family or friend with mental health challenges which have resulted in accessing mental health services, with a willingness to share this lived experience in a peer support capacity; • Demonstrated experience in a designated carer peer support role, preferably in public mental health; • Practical knowledge and understanding of issues facing people living with mental illness and their families/carers; • A desire to connect and support the journey of other young carers; • Ability and resilience to support young carers experiencing high levels of stress; • 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 young carers, families and multidisciplinary teams; • Be a role model to other young carers that inspires and empowers them to take positive steps towards their own wellbeing. • 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 young /carers; • An empathic and compassionate approach and ability to understand people are the experts of their own lives; • Demonstrated ability to work in a culturally sensitive and inclusive way with consumers, families and carers from diverse backgrounds; • Work alongside staff members as an equal partner in providing support to young /carers; • Ability to reflect on the impact of demands of the role on yourself and seek out support or advice when needed; • Current driver's licence; Desirable: • Formal qualifications with relevance to 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 • Computer literacy in Microsoft programs (i.e. Word, Excel and Outlook); • Experience working within a crisis setting; • 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 (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;

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- 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), Occupational Health and Safety (Psychological Health) Regulations 2025, 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, Safe Patient Care Act 2015, Mental Health & Wellbeing Act 2022;
- 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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