

POSITION DESCRIPTION

Position Title:	Lived Experience Project Officer – Consumer/Carer (Eating Disorders Early Intervention and Integration)
Business Unit/Department:	Consumer Consultants – Mid West
Division:	Mental Health & Wellbeing Services
Award/Agreement:	Victorian Public Mental Health Services Enterprise Agreement 2020-2024
Classification:	Level 3 - Year 1 to 4 (MP36 to MP39)
Reports To:	Discipline: Manager - Lived Experience Operational: Operations Manager - Specialist Services
Date Prepared/Updated:	7 October 2025

Position Purpose

The Lived Experience Project Officer will work in partnership with the Eating Disorders Early Intervention and Integration (EII) Clinical Lead to co-design a research based, and clinically informed project focused on EII of Eating Disorders across Western Health. This role is suited to a person with a lived or living experience of mental illness, preferably an eating disorder, or a carer of a person with a lived or living experience of same. The eating disorders EII project aims to help improve access to eating disorder treatment and care as early as possible. The project will also facilitate integration across mental health teams and other key services and teams at Western Health (such as general medication, women's and paediatric services), with the overall goal of optimising outcomes and ensuring continuity of care of people experiencing an eating disorder.

The purpose of the EII Lived Experience Project Officer role(s) is to work in partnership and collaboratively with the EII Clinical Lead (and other project stakeholders) to co-design and conduct a series of research projects that will inform how early intervention for eating disorders can be achieved at Western Health and will guide the integration of services. The EII Lived Experience project officer role(s) are critical in ensuring that lived and living experience informs each step of the process.

As this is primarily a project-based role it requires independent and autonomous work practices to identify systemic improvement and innovation opportunities, make recommendations for change, and take a lead role in delivering those changes. Lived experience workers also draw on their lived experience and other relevant work experience to provide input to the review and development of policy, practice guidelines and scope of practice.

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. The Western Health catchment includes the local government municipalities and growth areas of Brimbank, Sunbury, Maribyrnong and Melton.

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<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. 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.</p>
<p>Key Responsibilities</p> <ul style="list-style-type: none"> • Contribute to scoping the current state of care provision for people with eating disorders at Western Health, development of a business plan and implementation of the business plan, with an emphasis on improving early intervention for people with eating disorders and enhancing integration of services • Advocate and promote the perspectives of people with lived and living experience and ensure their input is recognised and informs each step of the project (including research projects) • Contribute to ethical research at the highest level of integrity, in conjunction with the EII project team members • Support and contribute to a range of research activities, such as research design, ethics applications, data generation and analysis (including survey design, facilitating focus groups and/or transcription), preparation of grant applications, journal manuscripts and other administrative activities • Can follow standard operating procedures, study protocols and study guidelines • Facilitate and lead internal and external meetings/workshops with stakeholders to support project outcomes • Jointly hold a service system focus (enhancing the service system and processes) and contribute to the enhancement of clinical care of people with eating disorders (including capacity building the workforce) • Lead or substantially contribute to the development and delivery of Innovation and Improvement Plans according to needs identified <p>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.</p>
<p>Key Working Relationships</p> <p>Internal:</p> <ul style="list-style-type: none"> • EII Clinical Lead • Lived Experience - Manager • Lived Experience staff • Operations Manager – Clinical Specialists • Divisional Director – Mental Health and Wellbeing Service • Divisional and Operational Leads across Western Health • Team Managers/Nurse Unit Managers • Professional/Discipline leads • Clinical staff across Western Health <p>External:</p> <ul style="list-style-type: none"> • Department of Health • Eating disorder specialist networks and agencies in the region (including Lived Experience focused organisations such as Eating Disorders Victoria and Eating Disorders Families Australia) • Other EII project roles
<p>Selection Criteria</p> <p>Essential:</p> <ul style="list-style-type: none"> • Lived/living experience as a consumer of mental health services or carer of a consumer for same

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- Sound knowledge of public mental health services in Victoria
- Sound understanding of Intentional Peer Support (IPS)
- Strong passion to improve public mental health services
- Demonstrated ability to work systemically with internal and external services and staff to benefit service users, families, carers and supporters
- Demonstrated ability to liaise, consult, build and maintain networks and working relationships with a broad range of health professionals, community agencies and family/carer support organisations
- Demonstrated understanding of the broad impact of mental ill health on families, carers and supporters, and ability to speak confidently and respectfully about these impacts with a wide range of stakeholders
- An understanding of the diversity of the cultural and linguistic backgrounds of our community (including Aboriginal and Torres Strait Islander people), and the impact this has on consumers' and carers' experiences of mental ill health and recovery
- Ability to develop and facilitate staff training and family/carer information sessions
- Sound work practice, time management, organisation and project planning skills, with the ability to deliver on agreed outcomes
- Excellent written, verbal and interpersonal communication skills
- Demonstrated skills in utilisation of appropriate technology
- Ability to work flexibly, with a high degree of initiative
- Ability to work both autonomously and with others.
- Ability to travel between Western Health sites as needed

Desirable:

- Lived/living experience of an eating disorder or caring for someone of same
- Ability to speak a second language
- Advanced computer skills
- Experience with project management/coordination
- Experience with co-design methods, or involvement with co-designed projects
- Experience in research, evaluation, data analysis, or related areas
- Sound knowledge of the relevant legislation (including Mental Health Act) and frameworks for recovery-oriented practice pertaining to working with consumers families, carers and supporters in mental health
- Certificate IV in Mental Health Peer Work is desirable but not mandatory.

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
- 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

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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 2023

- 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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