

POSITION DESCRIPTION

Position Title:	Consumer Peer Support Worker
Business Unit/Department:	Western Mental Health at Home (WHMH at Home)
Division:	Mental Health & Wellbeing Service (MHWS)
Award/Agreement:	Victorian Public Mental Health Services Enterprise Agreement
Classification:	Lived Experience Worker: Level 2 – Year 1 to Year 4
Reports To:	Lived Experience Workforce Manager; Program Manager – WHMH at Home
Direct Reports:	N/A
Date Prepared/Updated:	1 October 2025

Position Purpose

Demand for acute mental health inpatient beds across the Western metropolitan region currently exceeds capacity, driven by population growth, structural adversity, inequity and rising need. In line with the Royal Commission into Victoria's Mental Health System (2021), the Western Mental Health at Home Program aims to deliver timely, community-based treatment and support as close to home as possible.

The service provides 24/7 multidisciplinary care that is person-centred and equivalent in level and quality to that of an acute inpatient service.

The Consumer Peer Support Worker is a key role within the team, drawing on their own lived/living experience of mental health challenges, mental health crisis, and engagement with mental health services. Working within the Intentional Peer Support Framework, the Consumer Peer Support Worker offers a variety of person-centred, trauma informed and community supports that build authentic connection and models hope and recovery as we journey alongside individuals navigating their own treatment pathway.

As part of a growing Lived/Living Experience Workforce, peer support workers play a pivotal role in enhancing consumer care and engagement. Our unique perspective compliments the professional knowledge, skills and service delivery of the multidisciplinary teams we work closely within.

Western Health's Mental Health and Wellbeing Service is situated in a growth corridor where continuous development, service expansion and innovative new programs are on the rise. Working within our catchment area allows for challenging and rewarding careers, where teamwork, flexibility and achievement are apparent in everything we do. We recognise that it takes a team to run a successful service and we value and support all our team members.

Business Unit Overview

The Division of Mental Health and Wellbeing Services (MHWS) 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

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municipalities and growth areas of Brimbank, Sunbury, Maribyrnong, Melton and parts of Hume (Sunbury & Bulla).

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.

The MHWS is situated in a growth corridor where continuous development, service expansion and innovative new programs are on the rise.

Key Responsibilities

The role of Consumer Peer Support Worker (PSW) is to utilise the principles of Intentional Peer Support (IPS) from the consumer perspective in order to:

- Provide one-to-one peer support to consumers engaged with the Western Mental Health at Home (WMHH) team, utilising your own lived/living experience to connect, share skills and knowledge as appropriate in a way that brings hope and optimism; PSW's 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);
- Actively participate in WMHH referral discussions, clinical reviews and other relevant internal and external meetings where appropriate and at the direction of the WMHH Team Leader and/or clinician, amplifying the voice of lived experience with multi-disciplinary teams;
- Work collaboratively within the multi-disciplinary team whilst ensuring that work aligns to the IPS framework and models of practice of the consumer Lived/Lived Experience discipline;
- Maintain an understanding of individual responsibility for consumer safety, quality and risk and contribute to organisational quality and safety initiatives as well as ensuring compliance with legislative requirements concerning Occupational Health and Safety, anti-discrimination and equal opportunity;
- Actively contribute to the evaluation of the Western Mental Health at Home program and to planning, development and implementation of quality improvement projects;
- Actively engage with and contribute to the wider MHWS Lived Experience Workforce, attending co-reflections, community of practice and other events as applicable in collaboration with the WMHH team leaders and Lived Experience Manager;
- Participate in ongoing professional development (i.e. discipline specific supervision, co-reflection, organisational training);
- Achievement of Western Health and portfolio specific KPI targets as they apply to your area.
- Document alongside consumers, in their medical records;
- Maintain accurate records, statistical data and reports as required;
- Ensure consumers are aware of their rights and responsibilities and how to provide feedback;
- Accept accountability to ensure that all clinical information is documented and stored in compliance with the Victorian Health Records Act 2001;
- Participation in formal performance and annual discussion review processes;
- Operate within relevant legal frameworks e.g. The Mental Health Act and Wellbeing Act 2022 and The Privacy Act;
- Demonstrate Western Health values;
- Demonstrate strong ongoing commitment to own professional development and the ability to support and develop knowledge and skills in other team members;

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.

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Key Working Relationships
Internal: • Lived Experience Workforce Manager • Program Manager – Western Health Mental Health at Home • Western Health Mental Health at Home Team Members • Consumer and Carer Consultants • MHWS Lived Experience Workforce • Clinical and non-clinical staff across WH MHWS • Emergency Department • Emergency Mental Health • Sunshine Hospital's Mental Health & Wellbeing Service • Women's Inpatient Unit – Footscray • Acute Community Intervention Service • Clinical Supervisor External: • Mental Health and Wellbeing Complaints Commission (MHCC) • Consumer peak bodies – e.g. VMIAC, SHARC • The Collective • Independent Mental Health Advocacy (IMHA) • Legal Aid • Community Partners • General Practitioners • Private Psychiatrists and Psychologists • Primary health network and other stakeholders • Consumers • Family and carers
Selection Criteria
Essential: • A personal lived/living experience of mental health challenges, mental health crisis / trauma and engagement with mental health services and demonstrated capacity to skilfully use their knowledge and experience of recovery to support consumers on their own recovery journey; • Previous experience in a consumer peer support role, particularly in public mental health; • Well-developed communication and interpersonal skills, including the ability to work collaboratively with consumers, carers and multidisciplinary teams; • Be a role model to other consumers that inspires hope and empowers them to take positive steps to self-determination, agency and autonomy; • Willingness to complete relevant training such as 'Intentional Peer Support' (IPS) with a motivation and commitment to other ongoing professional development requirements; • 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 regularly for the needs of consumers; • Ability to escalate concerns if where necessary; • Demonstrated ability to work in a culturally sensitive and inclusive way with consumers, families and carers from diverse backgrounds. • Ability to reflect on the impact of demands of the role on yourself and seek support or advice when needed. • Hold a current driver's licence with capacity to drive for the purpose of outreach to the consumers' home. • 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: • Computer literacy in Microsoft programs (i.e. Word, Excel and Outlook);

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- Formal qualifications with relevance to Consumer Peer Support work. These qualifications are not required but would be well regarded and may include:
 - Cert IV in Mental Health (non-clinical)
 - Cert IV in Mental Health (Peer Work)
 - Community Services
 - Intentional Peer Support training
- 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.
- 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, 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

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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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