

<b>Position Title:</b>	Family and Carer Peer Support Worker – Hospital Outreach Post Suicidal Engagement (HOPE) Program
<b>Reports to:</b>	Manager - Hospital Outreach Post Suicidal Engagement (HOPE) Program
<b>Department:</b>	Hospital Outreach Post Suicide Engagement (HOPE)
<b>Directorate:</b>	Community Care and Mental Health
<b>Cost centre:</b>	H0489
<b>Code &amp; classification:</b>	Lived Experience 2 (MP32 – MP35)
<b>Performance review:</b>	Upon completion of probationary and qualifying period and annually or as requested
<b>Employment conditions:</b>	Victorian Public Mental Health Services Enterprise Agreement 2020 – 2024 and its successors, and GV Health Policies and Procedures (and as varied from time to time)

Goulburn Valley (GV) Health is a Regional Public Hospital and Health Service for the Hume Region of Victoria, with main campuses located at Shepparton, Tatura and Rushworth. The main campus in Shepparton is the major acute referral hospital for the sub region. Additional sites are also located in Shepparton, Seymour, Benalla and Wodonga. GV Health provides a range of acute, subacute, mental health, aged, primary health and community services across the Goulburn Sub-Region within the Hume Region.

The *Goulburn Valley Health Strategic Plan 2024-26* provides the direction for GV Health with key elements summarised below.

GV Health is committed to ensuring that all staff are immunised against seasonal Influenza. Therefore, employment within GV Health is conditional upon evidence of having been vaccinated.

## OUR PURPOSE

Improving community wellbeing through high quality health services, outstanding care and learning.

## OUR VALUES AND BEHAVIOURS

Our culture is made up of our CREATE values and behaviours, through which we commit to delivering ongoing quality healthcare for our community. Our CREATE values and behaviours are the foundations for our strategic pillars, and for achieving our goals.



### Compassion

- We treat others with kindness and respect;
- Our deep connection to the community enhances our care for patients;
- We support the whole patient journey;
- We are understanding of each other.



### Respect

- We respect the patient’s voice and their choices;
- We celebrate diversity and are proud of multiculturalism;
- We respect differences of opinions;
- We respect the input of different disciplines and areas of expertise.



### Excellence

- We are encouraged to grow professionally and personally;
- We are leaders in what we do;
- We invite feedback and are always striving to do better;
- We connect patients to further care and information.



### Accountability

- We are responsible for our actions;
- We are courageous in our decision making and grow from our mistakes;
- We deliver what we promise;
- We don’t compromise on our standards.



### Teamwork

- We are a multi-skilled workforce and we pool our resources together;
- We mentor and support one another;
- We take a collaborative approach to care;
- We are approachable.



### Ethical behaviour

- We hold ourselves to high standards;
- We rigorously uphold professional boundaries in our regional setting where patients may be friends or family too;
- We value and respect our patient’s privacy and trust;
- We stand up against unsafe practice.

**CREATE Outstanding**

CREATE Outstanding encompasses foundation elements of the *Goulburn Valley Health Strategic Plan 2024-26* to link GV Health’s purpose, values and our Culture of Care with fundamental organisational systems and processes. GV Health is striving to achieve CREATE Outstanding in every interaction with the people services are provided for as well as how staff work with each other.

**ROLE STATEMENT:**

The Hospital Outreach Post-suicidal Engagement (HOPE) initiative, provides assertive outreach to people following a suicide attempt or a suicidal crisis, by offering a three month therapeutic and peer support program to improve their wellbeing. This program aims to connect participants with their communities across the local government areas of Moira, Greater Shepparton, Strathbogrie, Mitchell and Murrindindi.

The Family and Carer Peer Support Worker offers support, either face to face or over the telephone, to families and carer of participants who have engaged in the HOPE program. As a family and carer support worker, your own life experience of caring for a person with mental health and/or suicidal crisis will provide a distinct advantage as you support the families/carers. You will aim to nurture hope and personal power to inspire the families/carers as they help and support to their loved one.

The Family and Carer Peer Support Worker is not a clinician, but receives training and ongoing supervision from senior clinicians within the HOPE service and the Carer Consultant. They are expected to function autonomously as well as work collaboratively with psychosocial peer support workers and clinicians within the program and to assist families to access community services.

Before applying for this position, applicants need to understand that being a family and carer support worker means you will be drawing on your lived experience in the everyday duties of your work. You will use your lived experience to build rapport and offer practical and emotional support to assist families to meet their self-care needs while supporting their loved one undertaking the HOPE program.

Some after-hours work may be required.

**Essential Qualities:**

- Lived experience as a family member or carer for someone with mental health wellbeing issues
- Practical knowledge and understanding of issues experienced by families/carers of people with mental health wellbeing issues
- Understanding of the needs of families/carers and an ability to communicate a lived experience of these needs.
- Capacity to share one’s own story appropriately in a variety of contexts
- Ability to establish relationships and maintain appropriate boundaries
- Ability to manage your own wellness including identification of strategies for staying well whilst working

**Highly Desirable:**

- Experience working with families and carers of adults and young people with mental health wellbeing issues and complex needs
- Demonstrated understanding of the Community Services sector.
- Willingness to undertake appropriate professional development



## KEY RESPONSIBILITIES, ACTIVITIES AND DUTIES:

- Work under the direction, guidance and supervision of the HOPE Manager
- Engage with the families and carers HOPE participants and develop trusting and professional relationships that respect worker/participant boundaries
- Seek to learn about the participants' interests, their connections with family and friends, and work with the participant in building their capacity to be part of their community
- Provide emotional support to participants by being a bearer of hope that recovery can and does occur
- Empower HOPE participants to make linkages and build networks with families, carers and community services
- Listen and provide support and information to family and significant others, by engaging in telephone and/or face-to-face contact with families/carers of people participating in the HOPE program
- Promote methods of self-care to family members and carers.
- Inform family and carers about support groups, counselling services, carer support brokerage funds and education programs as appropriate.
- Provide written information to family and carers, including provision of service information packs, mental health fact sheets and support service contact details
- Provide feedback to program participant's HOPE clinician and psychosocial peer support on families' experiences where appropriate
- Support families/carers to be aware of their rights and responsibilities within the health service.
- Work collaboratively with other staff to develop a coordinated approach to the needs of families.
- Promote family involvement in treatment planning through collaboration with the HOPE team
- Promote family participation in service planning, consultation, implementation and evaluation.
- Represent the program and families at both internal and external meetings, when required.
- In collaboration with clinical staff and the carer consultant; develop, promote and deliver family forums and education sessions for families and carers.
- Contribute to staff training sessions on family issues.
- Demonstrate ability to work independently through effective time management.
- Complete all documentation as required and ensure security of the information is maintained.
- Provide feedback regularly on family issues to the service and contribute to the development and review of policies, protocols and procedures that promote family inclusiveness within the service
- Maintain confidentiality within the HOPE team, respecting the privacy of participants and their families/carers at all times
- Consider and incorporate occupational health and safety principles in all planning, interventions and contact
- Provide a high quality service to internal customers and consumers that reflects best practice and adds value to GV Health
- Assist the organisation in achieving clinical effectiveness by providing the appropriate systems, information or services to clinical areas

## QUALITY, SAFETY, RISK and IMPROVEMENT

- Maintain an understanding of individual responsibility for consumer safety, quality and risk and adhere to the relevant policies, procedures and guidelines
- Maintain a safe working environment for yourself, your colleagues and members of the public
- Identify, report and manage risks and ensure actions are taken to prevent and minimise harm to consumers and the GV Health workforce
- Contribute to organisational quality and safety initiatives
- Complete the mandatory training requirements as defined by GV Health
- Minimise the risk of infection to consumers, residents, employees, visitors, contractors and the general public

- Seek internal customer or consumer feedback and respond accordingly to identify areas of needs
- Comply with requirement of National Safety and Quality Health Service Standards and other relevant standards, regulations and legislative requirements.

**OTHER REQUIREMENTS FOR NON CLINICAL EMPLOYEES:**

- Develop and maintain collaborative relationships with all other teams and professionals as directed by the HOPE Manager
- Understand and act in accordance with the GV Health Code of Conduct, values and relevant policies, procedures and guidelines
- Where relevant collaborate with consumers and the community in the development, implementation and review of health service planning, policies and quality improvement activities
- Uphold and protect consumer rights and maintain strict confidentiality
- Demonstrate sensitivity, empathy and respect for the customs, values and spiritual beliefs of others at all times
- Assist with the supervision of students where appropriate
- Improve performance by seeking feedback, setting goals and participating in annual performance reviews
- Participate in committees and professional groups and disseminate relevant information to relevant employees
- Comply with the principles of Patient and Family Centred Care
- Promote GV Health as a quality regional health service provider.

**KEY PERFORMANCE INDICATORS:**

- Attendance and active participation at meetings as required
- 100% compliance with training requirements as outlined in the GV Health Education Framework
- Active participation in the Performance and Development review process
- Report on interactions and service provided to consumers and other agencies
- Report contact data as directed
- Attend supervision as directed

**Other Position Requirements**

Statements included in this position description are intended to reflect in general the duties and responsibilities of the position. It is not intended to be an exhaustive list of responsibilities, duties and skills required.

GV Health may alter the duties of this position description if and when the need arises. Any such changes will be made in consultation with the affected employee(s).



**GVHealth**



CREATE. Outstanding.

**KEY SELECTION CRITERIA:**

**Mandatory**

- Commitment to the GV Health Values of *Compassion, Respect, Excellence, Accountability, Teamwork and Ethical Behaviour.*
- Lived experience as a family member or carer for a person with a serious mental illness and/or suicide ideation, an understanding of the public mental health service system
- Ability to work within a community setting and within the broader service system under the guidance, direction and supervision of the HOPE Manager
- Demonstrated commitment to working with HOPE participant’s families/carers and staff to improve the outcomes for both participants and their families/carers
- Well-developed communication (written, verbal) and interpersonal skills including the ability to work with participants, clinical staff and other shared care providers
- A willingness and ability to participate in additional training which is necessary to fulfil the requirements of the position
- Understanding boundary recognition that may occur in this role
- An Australian drivers’ licence
- Evidence of immunisation against seasonal influenza
- Satisfactory National Criminal History Check prior to commencement of employment
- Satisfactory Victorian ‘Employee’ Working with Children Check prior to commencement of employment
- Completion of a Commonwealth of Australia Statutory Declaration prior to commencement of employment



**Inherent Requirements**

GV Health has a duty of care to all employees. The purpose of this section is to ensure that you fully understand and are able to perform the inherent requirements of the role (with reasonable adjustments if required) and that you are not placed in an environment or given tasks that would result in risks to your safety or the safety of others.

The role may require the following tasks among other things:

<b>CLERICAL / ADMINISTRATION ROLE</b>
<ul style="list-style-type: none"> <li>▪ manual handling (pushing, pulling, lifting)</li> <li>▪ sitting, standing, bending, reaching, holding, lifting</li> <li>▪ computer work, data entry</li> <li>▪ general clerical at varying levels ,</li> <li>▪ use of personal protective equipment</li> <li>▪ handling general waste</li> <li>▪ pushing and pulling trolleys / filing</li> <li>▪ work at other locations may be required</li> <li>▪ shift work in some roles</li> <li>▪ driving motor vehicles</li> <li>▪ dealing with anxious or upset consumers or members of the public</li> </ul>

<b>Reviewed by</b>	HOPE Manager
<b>Issued</b>	November 2024
<b>Reviewed</b>	November 2025

I acknowledge:

- That I will observe child safe principles and expectations for appropriate behaviour toward and in the company of children.
- That GV Health has a zero tolerances of child abuse and all allegations and safety concerns will be treated very seriously. For more information refer to GV Health’s Child Safety Standards procedure.
- That I have read and fully understand the Position Description and Inherent Physical Requirements of the position.
- I agree that I have the physical ability to fulfil the inherent physical requirements of the position, and accept my role in fulfilling the responsibilities, activities, duties and generic position requirements.
- I understand that the information provided is a general outline and may not encompass every aspect of the position.
- That GV Health may alter the duties of this position description if and when the need arises. Any such changes will be made in consultation with the affected employee(s).
- I understand that this is separate to the Employment Agreement that I will sign, outlining the terms and conditions of my employment.

Accepted by: \_\_\_\_\_ / / \_\_\_\_\_

\_\_\_\_\_  
(Print Name)