Position Description

Position Title:	Consumer Peer Support Worker
Reports to:	Manager- Mental Health Access Team
Department:	Engagement and Access Mental Health & Wellbeing Service; Consultation Liaison and Addiction Services
Directorate:	CNMO, Quality, Mental Health and Wellbeing
Cost centre:	H0603
Code & classification:	Lived Experience Worker Level 3, Years 1 - 4 (AK43 - AK46)
Employment conditions:	Victorian Public Mental Health Services Enterprise Agreement 2024-2028 and its successors, and GV Health Policies and Procedures (and as varied from time to time)

GV Health is an equal opportunity employer and continually strives to build a diverse, equitable and inclusive workforce that reflects our community. We encourage applications from people of all backgrounds.

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).

POSITION SUMMARY

The Consumer Peer Support Worker is a designated lived experience role that draws upon personal experience of mental health and substance use/Alcohol and Other drug challenges, service use and recovery to provide peer support, promote hope and support people receiving care through the Mental Health Access Team, CL and Addiction Psychiatry services at Goulburn Valley Area Mental Health and Wellbeing Service (GVAMHWS).

Funded through partnership with The Hamilton Centre, the role contributes lived experience expertise within acute and hospital based mental health settings to enhance person centred, recovery oriented and trauma informed care. The Consumer Peer Support Worker works collaboratively alongside multidisciplinary teams to support consumer engagement, informed decision making, self-advocacy and recovery planning.

Through the purposeful use of lived experience, the Consumer Peer Support Worker assists consumers to navigate mental health services, identify personal strengths and goals, and foster hope during periods of distress, crisis and transition. The role also contributes to service improvement initiatives by promoting consumer perspectives and supporting the development of responsive and recovery-oriented practices. The role aims to reduce distress associated with acute mental health presentations, improve consumer experiences of care, and strengthen recovery focused transitions between acute and community-based services.

The Consumer Peer Support Worker will practice in accordance with lived experience values and principles, maintaining a strong commitment to consumer leadership, dignity, choice, rights and social inclusion.

RESPONSIBILITIES AND DUTIES

The following duties are inclusive of, but not limited to:

Direct Peer Support

- Provide individual peer support to consumers accessing the Mental Health Access Team, Consultation Liaison (CL) and Addiction Psychiatry
- Purposefully and safely use personal lived experience of both mental health and alcohol and other drugs (AOD) challenges, service use and recovery to build connection, instil hope and support recovery.
- Support consumers to identify strengths, goals and personal recovery priorities.
- Assist consumers to understand their rights, options and treatment pathways.
- Promote self-advocacy and informed decision-making.
- Support consumers to navigate mental health, AOD, health and community services and strengthen connections with natural supports and community resources.
- Contribute to care planning, discharge planning and transition processes from a lived experience perspective.

Consumer Advocacy and Representation

- Promote and uphold consumer rights, choice and participation in all aspects of care.
- Advocate for consumer perspectives within multidisciplinary discussions and service delivery processes.
- Assist consumers to identify, express and address concerns regarding their care and treatment.
- Support consumers to provide feedback regarding service experiences if required.

Service Development and Workforce Contribution

- Contribute lived experience expertise to service improvement, quality activities and co-design initiatives
- Promote recovery oriented, person led and trauma informed practice
- Share lived experience perspective to support increased understanding of consumer experiences within acute mental health and AOD settings.
- Participate in team meetings, reflective practice and service planning activities.
- Contribute to the growth and visibility of the lived experience workforce within GVAMHWS.

Professional Practice

- Maintain professional boundaries and utilise lived experience intentionally, safely and effectively.
- Participate in operational and discipline specific supervision.
- Maintain accurate and timely documentation in accordance with organisational requirements.
- Engage in ongoing professional development and peer workforce learning opportunities.
- Work in accordance with organisational values, policies, procedures and legislation.

QUALITY, SAFETY, RISK and IMPROVEMENT

The consumer peer worker will:

- Practice in a manner that promotes consumer safety, wellbeing, dignity and recovery.
- Comply with organisational policies, procedures, mandatory training and legislative requirements.
- Identify, report and actively participate in the management of non-clinical risks within their scope of practice.
- Contribute to a positive culture of safety through open communication, reflective practice and incident reporting.
- Participate in quality improvement activities, service reviews and evaluation processes.
- Promote culturally safe, inclusive and equitable practice for all consumers.
- Support the identification of barriers to access, engagement and recovery from a lived experience perspective.
- Contribute to the development of responsive services through consumer feedback, co-design and continuous quality improvement initiatives.
- Maintain confidentiality and privacy in accordance with legislative and organisation requirements.
- Demonstrate commitment to occupational health and safety and psychologically safe workplaces.
- Practice within the scope of the Consumer Lived Experience Worker role, maintaining clear boundaries between Consumer lived experience practice and clinical decision-making.
- Comply with documentation, data collection and reporting requirements, ensuring records are accurate, timely, respectful and appropriate to the scope of the role.
- Identify, document and escalate concerns relating to Consumers distress, safety, wellbeing, risk or barriers to support in line with GV Health procedures and role expectations.

KEY SELECTION CRITERIA

Essential:

- Identify as a person with lived experience of mental health and AOD challenges, with the ability and willingness to use this experience purposefully and safely in supporting others.
- Demonstrate understanding of recovery oriented, trauma informed and person led approaches to mental health and substance healthcare.
- Ability to establish positive, respective and authentic relationships with consumers experiencing mental health and substance use distress, crisis or recovery.
- Demonstrated ability to use lived experience to promote hope, self-determination, empowerment and meaningful recovery.
- Well-developed communication and interpersonal skills included the ability to engage effectively with consumers, carers/supporters and multidisciplinary teams.
- Demonstrated understanding of consumer rights, self-advocacy and the value of lived experience perspectives within mental health and AOD services.
- Ability to work both independently and collaboratively as a member of a multidisciplinary team.
- Demonstrated ability to reflect on personal experiences and utilise lived experience knowledge.

- Commitment to culturally safe, inclusive and non-discriminatory practice.
- Demonstrated organisation skills, including ability to manage workload, maintain accurate documentation and meet requirements of role.
- Basic computer literacy and ability to complete documentation, data collection, email communication and reporting requirements in a timely and accurate manner.
- Commitment to participating in supervision, reflective practice and ongoing professional development.
- Current Victorian Drivers Licence
- Maintain strict confidentiality, privacy and respectful information-sharing practices in accordance with GV Health requirements.
- Demonstrate sensitivity, empathy and respect for the cultural, spiritual, social, gender, sexuality, disability and personal identities of consumers, families, carers and colleagues.
- Seek feedback, set goals and actively participate in annual performance development and review processes.
- Support the dissemination of appropriate information, resources and service options to consumers, families, carers and colleagues.
- Comply with GV Health requirements relating to occupational health and safety, infection prevention, child safety, equal opportunity and respectful workplace behaviour.
- Promote GV Health as a safe, inclusive, high-quality regional health service provider.

Desirable

- Previous experience in a consumer mental health peer work, AOD peer work role.
- Certificate IV in Mental Health Peer work, Certificate IV in Alcohol and Other drugs, Intentional Peer support role or other relevant lived experience qualification (or be willing to work towards obtaining such a qualification).
- Understanding of contemporary mental health reform, lived experience leadership, co-design principles and the role of consumers within recovery-oriented mental health services.
- Experience participating in service development, quality improvement initiatives, advisory groups or community engagement activities that promote consumer focused, recovery-oriented practice.

KEY PERFORMANCE INDICATORS

Your performance will be measured through your successful:

- Establish and maintain meaningful, respectful and recovery focused relationships with consumers, carers/supporters, multidisciplinary team members and other key stakeholders.
- Maintain current knowledge of local community, health, wellbeing and consumer services and ensure consumers receive timely and relevant information.
- Promote understanding of consumer lived experience across mental health and AOD services to strengthen recovery-oriented practice and improve service responsiveness.
- Participate constructively in team meeting, communities of practice, professional forums and working groups and other organisational activities as required.
- Comply with legislative, regulatory and organisational requirements, including Occupational Health and Safety, equal opportunity, antidiscrimination, privacy and the Mental Health and Wellbeing Act.

- Achieve and maintain compliance with mandatory education and training requirements in accordance with the GV Health Learning and Development Framework.
- Actively participate in the Performance and Development review process, including the establishment and achievement of agree performance goals and professional development objectives.
- Demonstrate accountability for workload management, documentation requirements and service expectations consistent with the role and lived experience workforce standards.

AT GV HEALTH ALL STAFF ARE REQUIRED TO:

- Demonstrate GV Health's CREATE values and behaviours, being a role model for living the values: Compassion, Respect, Excellence, Accountability, Teamwork and Ethical Behaviour.
- Maintain an understanding of individual responsibility for consumer safety, quality and risk and adhere to the relevant policies, procedures and guidelines.
- Develop and maintain collaborative relationships with all other teams and professionals.
- 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.
- Observe and comply with child safe principles, standards and expectations of appropriate behaviour toward and in the company of children.
- Complete the mandatory training requirements as defined by GV Health and actively engage in the Performance Development process.
- 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 need.
- Comply with requirements of National Safety and Quality Health Service Standards and other relevant standards, regulations and legislative requirements.
- Comply with the principles of patient and family centred care.
- Not smoke or vape on GV Health premises.
- Comply with immunisation requirements as per the Department of Health Victoria.
- Comply with all applicable position pre-employment checks, which may include, but are not limited to, police checks, Working with Children Check (WWCC), National Disability Insurance Scheme (NDIS) Worker Screening Check and Aged Care screening requirements.

ACCEPTANCE:

I acknowledge and accept that this Position Description represents the general outline of duties, responsibilities and accountabilities that are expected of me in my employment in the position and may not encompass every aspect of the position. I understand that GV Health reserves the right to modify Position Descriptions as required, however I will be consulted when this occurs.

I acknowledge and accept that I must complete and maintain all relevant pre-employment screening and checks for successful employment.

I acknowledge and accept that I have read and fully understand this Position Description. I agree that I have the ability to fulfil the inherent requirements of the position, and accept my role in fulfilling the responsibilities, activities, duties and generic position requirements.

I acknowledge I will be required to undertake the duties as set out in the Position Description, and any other duties as requested in accordance with my skills and experience, to the best of my ability and, at all times, follow lawful direction.

By accepting the contract of employment, I am agreeing to duties and obligations within this Position Description.

CNMO, Quality, Mental Health and Wellbeing	**Consumer Peer Support Worker**
Reviewed by:	Manager - Mental Health Access Team
Issue Date:	November 2026

ABOUT US

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, Rushworth and Euroa. The main campus in Shepparton is the major acute referral hospital for the sub region. Additional satellite sites are also located in Shepparton, Seymour, Benalla, Cobram, Echuca and Wodonga. GV Health provides a range of acute, subacute, mental health, aged, primary health and community services.

OUR PURPOSE

To significantly improve the health and wellbeing outcomes and experiences of the people and communities in our care.

OUR VALUES

GV Health's culture centres around our CREATE values and behaviours. Through these values and behaviours we commit to delivering ongoing quality healthcare for our community:



GV Health Vision and Values: Values and Vision - GV Health

OUR STRATEGIC PLAN

The Goulburn Valley Health Strategic Plan 2024-2026 provides the direction for GV Health with our five strategic pillars being:

- Health and Wellbeing Outcomes: Improve health and outcomes for the population in our region
- Community and Consumer Experience: Ensure everyone has an outstanding personalised experience
- Our Staff Experience: Our people feel connected, supported, safe and well
- Responsible Workplace: Be sustainable and efficient
- Health Equity: Embrace differences in how we design and deliver healthcare

GV Health Strategic Plan: Strategic Plan 2024-2026 - GV Health

FOR MORE INFORMATION

Application tips: Application Tips - GV Health
GV Health: https://www.gvhealth.org.au/about/
Child Safety and Wellbeing: Child Safety and Wellbeing - GV Health

Living in Goulburn Valley: Goulburn | Regional Living Victoria
GV Community Connector: Community Connector Program for Businesses