Position Description

Position Title:	Family / Carer 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 Family/Carer Peer Support Worker is a designated lived experience role that draws upon personal experience of caring for supporting and/or being a family member of a person experiencing mental health and substance use/alcohol and other drug (AOD) challenges. The role provides peer support, promotes hope and supports families, carers and supporters engaging with Mental Health Access Team, Consultation Liaison (CL) and Addiction Psychiatry at GVAMHWS Shepparton site.

Funded through partnership with The Hamilton Centre, the role contributes family/carer lived experience expertise within acute and hospital-based mental health settings to enhance family-inclusive, recovery-oriented and trauma-informed care. The Family/Carer Peer Support Worker works collaboratively alongside multidisciplinary teams to support carer engagement, informed decision-making, wellbeing, advocacy and inclusion in care processes where appropriate.

Through the purposeful use of lived experience, the Family/Carer Peer Support Worker assists families, carers and supporters to navigate mental health and AOD systems, understand their rights and responsibilities, access information and supports, and strengthen their own wellbeing during periods of distress, crisis and transition. The role also contributes to service improvement initiatives by promoting family and carer perspectives and supporting the development of responsive, family-inclusive and recovery-oriented practices.

The role aims to improve the experiences of families, carers and supporters involved in acute mental health presentations, strengthen partnerships between services and support networks, and promote family-inclusive transitions between acute and community-based services.

The Family/Carer Peer Support Worker will practice in accordance with lived experience values and principles, maintaining a strong commitment to family/carer leadership, wellbeing, inclusion, respect, rights and social connection.

RESPONSIBILITIES AND DUTIES

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

Direct Peer Support:

- Provide individual peer support to families, carers and supporters engaging with the Mental Health Access Team, Consultation Liaison (CL) and Addiction Psychiatry
- Purposefully and safely use personal lived experience of caring for or supporting a person with mental health and AOD challenges to build connection, instil hope and provide support.
- Support families, carers and supporters to identify their own needs, strengths, goals and wellbeing priorities.
- Assist carers to understand their rights, available supports and service pathways.
- Promote carer participation, informed decision-making and self-advocacy.
- Support families, carers and supporters to navigate mental health, AOD, health and community services and strengthen connections with relevant resources and support networks.
- Contribute a carer perspective to care planning, discharge planning and transition processes where appropriate.

Family/Carer Advocacy and Representation

- Promote and uphold the rights, wellbeing, recognition and inclusion of families, carers and supporters.
- Advocate for family and carer perspectives within multidisciplinary discussions and service delivery processes.
- Assist families, carers and supporters to identify, express and address concerns regarding service provision and their involvement in care.
- Promote culturally safe, inclusive and equitable practice for families, carers and supporters.

Service Delivery and Workforce Contribution:

- Contribute family/carer lived experience expertise to service improvement, quality activities and co-design initiatives.
- Promote family-inclusive, recovery-oriented and trauma-informed practice.
- Share family/carer lived experience perspectives to improve understanding of the experiences and needs of families and supporters within acute mental health and AOD settings.
- Participate in team meetings, reflective practice, service planning activities and discipline specific supervision.
- Contribute to the growth and visibility of the family/carer lived experience workforce within GVAMHWS.
- Support families, carers and supporters to provide feedback regarding service experiences.
- Support identification of barriers that impact carer engagement, inclusion, wellbeing and access to support.

QUALITY, SAFETY, RISK and IMPROVEMENT

The Family Carer peer worker will:

- Practice in a manner that promotes the wellbeing, dignity, inclusion and safety of families, carers and supporters.
- 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 activities.
- Contribute to the development of responsive services through family/carer feedback, co-design and continuous quality improvement initiatives
- Maintain confidentiality and privacy in accordance with legislative and organisational requirements.
- Demonstrate commitment to occupational health and safety and psychologically safe workplaces.
- Practice within the scope of the Family/Cafer Lived Experience Worker role, maintaining clear boundaries between family/carer lived experience practice and clinical decision-making.
- Identify, document and escalate concerns relating to family/carer distress, safety, wellbeing, risk or barriers to support in line with GV Health procedures and role expectations.
- Comply with documentation, data collection and reporting requirements, ensuring records are accurate, timely, respectful and appropriate to the scope of the role.

KEY SELECTION CRITERIA

Essential

- Identify as a family member, carer or supporter with lived experience of supporting a person experiencing mental health and AOD challenges and demonstrate the ability and willingness to use this experience purposefully and safely to support others.
- Demonstrated understanding of family-inclusive, recovery-oriented, trauma-informed and person-led approaches to mental health and substance use health care.
- Ability to establish positive, respectful and authentic relationships with families, carers and supporters experiencing distress, crisis or ongoing caring responsibilities.
- Demonstrated ability to use lived experience to promote hope, wellbeing, empowerment and meaningful outcomes for families and carers.
- Well-developed communication and interpersonal skills, including the ability to engage effectively with families, carers, consumers and multidisciplinary teams.
- Demonstrated understanding of carer rights, family-inclusive practice and the value of family/carer 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 appropriately within a professional role.
- Commitment to culturally safe, inclusive and non-discriminatory practice.
- Demonstrated organisational skills, including the ability to manage workload, maintain accurate documentation and meet role requirements.
- 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 Driver Licence.

Desirable

- Previous experience in a family carer mental health or 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 families, carers and supporters within recovery-oriented mental health services.
- Experience participating in service development, quality improvement initiatives, advisory groups or community engagement activities that promote family, carer and supporter inclusive practice.

KEY PERFORMANCE INDICATORS

Your performance will be measured through your successful:

- Establish and maintain meaningful, respectful and recovery focused relationships with families, carers, supporters, consumers, multidisciplinary team members and other key stakeholders.
- Maintain current knowledge of local community, health, wellbeing and carer support services and ensure families/carers receive timely and relevant information.
- Promote understanding of family/carer 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	**Family / Carer 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