

Position Description

Position Title	Lived and Living Experience Coordinator
Position Number	30011523
Division	Clinical Operations
Department	MH Professional Development Unit
Enterprise Agreement	Victorian Public Mental Health Services Enterprise Agreement 2021-2024
Classification Description	Lived Experience Worker Level 4 Yr1-Yr4
Classification Code	MP40-MP43
Reports to	Senior Psychiatric Nurse Consultant/Manager MHPDU
Management Level	Tier 4 - Shift Managers, Team Leaders & Supervisors
Staff Capability Statement	Please click here for a link to staff capabilities statement
Mandatory Requirements	<ul style="list-style-type: none">• Registration with Professional Regulatory Body or relevant Professional Association• Drivers Licence• Immunisation Requirements

Bendigo Health

Bendigo Health is a leading regional health service, learn more about us by visiting our website: [Bendigo Health Website - About Bendigo Health](#)

Our organisation is a child safe organisation, committed to the safety and wellbeing of all children and young people. All Aboriginal and Torres Strait Islander adults, children and families will be supported to express and be proud of their culture in an environment that is culturally safe and supported.

Our Vision

Excellent Care. Every Person. Every Time.

Our Values

CARING – We care for our community,

PASSIONATE – We are passionate about doing our best,

TRUSTWORTHY - We are open, honest and respectful

The Position

The Lived and Living Experience Workforce Coordinator will provide a unique lived experience perspective on recovery-focused care and service delivery, to enhance clinical mental health service delivery. With the support of MHWS leadership and the MHPDU the LLEW co-ordinator will utilise co-production principles and the LLE perspective to ensure the LLE view is included in service planning, delivery and implementation.

The primary role is to support the development of the LLE workforce and promote effective consumer participation strategies. The coordinator role is a senior LLEW position providing leadership support to the LLEW, advice on organisational LLE strategy, and key representation at internal and external working parties and committees. The role assists Bendigo Health to realise and contribute to recommendations of the 2021 Royal Commission into Victoria's Mental Health System reform.

Responsibilities and Accountabilities

Key Responsibilities

- Provide LLE discipline-specific leadership, oversight, and support to members of the LLEW
- Contribute lived experience leadership for MHWS strategic development and service planning
- Work alongside senior staff to support high standards of person-centred practice
- Promote a workplace culture where the perspectives of the LLEW are valued and respectfully integrated into practice
- Contribute and coordinate relevant actions to embed LLE at Bendigo Health
- Coordinate Peer Supervision for LLE workers and provide Peer Supervision to LLEW Peer Workforce
- Provide advice on, and support the mechanisms to obtain feedback from consumers accessing Bendigo Health services
- Participate in the development and review of policy, procedure, and quality improvement processes and advise on relevant research programs
- Contribute and participate in the delivery of training and in the development of education, ensuring the LLE perspective is integrated and upheld
- Provide LLE advice and contribute to MHPDU education and projects
- Participate in relevant committees, working parties, and focus groups
- Provide reports, maintain contact statistics, and other data relevant to the LLE workforce

Organisational Responsibilities

- Participate in team, organisational, and clinical meetings as required by Bendigo Health policy
- Participate in staff development and training as required
- Maintain high-quality, accurate records and statistics as required by Bendigo Health policy
- Participate in service development activities
- Identify and participate in Quality Assurance activities as part of the continual improvement process and accreditation requirements

Key Selection Criteria

Essential

1. A minimum three years experience working from a lived experience perspective or engaged in work that directly requires use of your lived experience of mental illness

2. Relevant qualifications e.g., Bachelor's degree, Diploma or Certificate IV (Health/Mental Health), and/or commensurate experience in working in the mental health or community services sector.
3. Relevant education and training applicable to the LLEW consumer workforce e.g., Intentional Peer Support, Consumer Perspective Training, Cert IV in Mental Health Peer Work
4. A personal lived experience as a consumer of a public Mental Health & Wellbeing Service
5. An evidenced understanding of peer work practice approaches and the supports and structures required to support the principles of lived experience practice, with experience in providing peer worker leadership and peer supervision
6. Well-developed communication and interpersonal skills, including problem-solving, conflict-resolving, and sound oral and writing skills, with the ability to consult and liaise with consumers, staff and senior management
7. Demonstrated ability to work co-operatively, productively and independently within a team setting
8. An understanding of co-design principles and the use of co-design in service development, with the ability to convey learned experience to others
9. An understanding of current Victorian Mental Health & Wellbeing Service systems of service delivery and issues, including clinical and community sectors
10. Working knowledge of systemic advocacy and how it differs to individual advocacy, with the ability to establish and maintain respectful relationships whilst advocating for system change

Generic Responsibilities

All Bendigo Health staff are required to:

- Adhere to the **Victorian Government's Code of Conduct**
- Uphold **Occupational Health and Safety** responsibilities, including self-care, safeguarding others, and participating in safety initiatives and reporting.
- Comply with all **Bendigo Health policies and procedures**, including those related to clinical, managerial, and standard work practices.
- Follow **Infection Control** procedures to prevent cross-contamination and ensure the health and safety of all.
- Maintain **strict confidentiality** regarding all organisational, patient, and staff information.
- Engage in **continuous quality improvement** activities aligned with the National Safety and Quality Health Service Standards (NSQHSS).
- Recognise and respect **diversity**, fostering inclusive practices in the workplace and service delivery.
- Staff must carry out all lawful and reasonable directions and comply with relevant professional standards and ethical codes.

- 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 Bendigo Health.
- Maintain ability to perform the inherent requirements of this role. Inherent requirements are the essential tasks necessary to perform this role, including reasonable adjustments. Bendigo Health is committed to a safe workplace that supports all employees. The role may require specific physical and cognitive abilities, which can be discussed with the manager during recruitment or at any time. We understand that personal circumstances can change and impact your ability to meet these requirements; additional policies are available to guide you through this process. Please request the relevant procedures for more information.

All Bendigo Health sites, workplaces and vehicles are smoke free.

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. Any elements of this document may be changed at Bendigo Health's discretion and activities may be added, removed or amended at any time.