

Position Description

Position Title	Consumer Peer Support Worker (Lived Experience)
Position Number	30007048
Division	Clinical Operations
Department	Echuca Community Mental Health
Enterprise Agreement	Victorian Public Mental Health Services Enterprise Agreement 2024-2028
Classification Description	Lived Experience Worker L3.1 – L3.4
Classification Code	AK43 – AK46
Reports to	Manager
Management Level	Non Management
Staff Capability Statement	Please click here for a link to staff capabilities statement
Mandatory Requirements	<ul style="list-style-type: none"> • National Police Record Check • 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](#)

As an organisation we are committed to delivering safe, inclusive and high-quality care to our diverse communities across the Loddon Mallee Region. We value and respect the unique backgrounds, cultures and experiences of the people we serve and those who work with us.

We are a proud child safe organisation, dedicated to the safety, wellbeing and voice of all children and young people. We are committed to creating a culturally safe and welcoming environment where Aboriginal and Torres Strait Islander peoples—adults, children and families—are respected, supported and empowered to express and celebrate their culture.

Our Vision

To be a trusted regional healthcare service recognised for delivering exceptional care, being a great place to work, and being deeply connected to our community.

Our Values

PASSIONATE – We are passionate about doing our best – for our patients, our colleagues and our community.

ACCOUNTABLE – We take ownership of our actions and outcomes, always striving for integrity and improvement.

CARING – We care deeply for our community – and our community cares for us. Compassion is at the heart of everything we do.

TRUSTWORTHY - We are open, honest and respectful in all that we do – earning the trust placed in us every day.

The Position

As a Peer Support Worker within the Lived Experience discipline, you will use your lived experience to build trusting relationships with consumers based on empathy, understanding and mutual respect. You will provide practical and emotional support, encourage hope, and support consumers to identify strengths, pursue personal goals and make choices about their wellbeing.

Working as part of a multidisciplinary team, you will assist consumers to navigate mental health and wellbeing services, access community supports and strengthen social connections. You will contribute a lived experience perspective to care, helping to ensure that services remain responsive to the needs and experiences of consumers.

You will maintain professional boundaries, complete accurate documentation, participate in supervision and reflective practice, and work collaboratively with colleagues across the service. Through your work, you will support inclusion, self-determination and positive wellbeing outcomes for consumers.

Responsibilities and Accountabilities

Key Responsibilities

- Provide regular peer support contact for an allocated group of consumers.
- Listen without judgement and walk alongside consumers in their recovery journey, engaging with them at their current level of understanding.
- Intentionally and purposefully share elements of your lived experience where appropriate to build connection, offer skills and knowledge, and support creative problem-solving.
- Support consumers to feel empowered to partner with the service, lead their care, and make informed decisions about their recovery.
- Encourage consumers to advocate for themselves, or provide advocacy on their behalf when appropriate.
- Support consumers to understand their rights and responsibilities as service users.
- Adhere to all privacy, confidentiality and information-sharing standards.
- Maintain accurate, timely and recovery-oriented consumer file notes and contact statistics in line with organisational guidelines.
- Work collaboratively with staff to run groups, activities and initiatives that support the effective operation of the Peer Support Program.

- Work closely with members of the multidisciplinary team, escalating concerns and handing over care to clinical colleagues when risk issues arise.
- Contribute to fostering a workplace culture where lived and living experience perspectives are respected, valued and actively sought out.
- Provide informal education to staff on the consumer perspective through day-to-day interactions, modelling curiosity, empathy and recovery-oriented practice.
- Role model self-awareness, personal responsibility, hope and possibility, demonstrating that people living with mental illness can build meaningful, connected and fulfilling lives.
- Engage in reflective practices with other lived experience staff, including lived experience supervision, co-reflection, huddles and communities of practice.
- Participate in ongoing learning and professional development to maintain and strengthen lived experience practice skills.

Key Selection Criteria

Essential

1. An experience of mental illness and/or alcohol or other drug concerns and engaging with the public mental health system. With the acceptance of a pre interview screening to disclose this in a safe environment
2. A willingness and capacity to intentionally share your lived or living experience to model hope and recovery
3. A compassionate approach to your work and the ability to engage with a diverse range of people from a place of non-judgement
4. Demonstrated ability to work independently and manage your own schedule, as well as the ability to work creatively and collaboratively as part of a multidisciplinary team
5. A demonstrated ability to engage in reflective practice, as well as a good understanding of your own support and self-care needs
6. Willingness to undertake relevant Peer Work training such as Intentional Peer Support (IPS) core training or the Certificate IV in Mental Health Peer Work (CHC43515)
7. An understanding of the Victorian public mental health and wellbeing system and of recovery oriented and person-led care

Desirable

8. Previous experience as a Consumer Peer Support Worker or relevant qualifications

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.
- Support research activities in alignment with the National Clinical Trials Governance Framework to ensure high-quality, safe, and ethical clinical trials and research practices across Bendigo Health
- 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.