

Position Description

Position Title	Senior Peer Support Worker
Position Number	30009940
Division	Clinical Operations
Department	Bendigo Adult Community Mental Health
Enterprise Agreement	Victorian Public Mental Health Services Enterprise Agreement 2021-2024
Classification Description	Lived Experience Worker Level 3
Classification Code	MP36 – MP39
Reports to	Manager, Bendigo Adult Community Mental Health & Wellbeing Service
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](#)

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 Senior Consumer Peer Support Worker is an established role within the Bendigo Adult Community Mental Health and Wellbeing Team, reporting directly to the Team Manager. The expertise, skills, and

knowledge developed through your own lived experience and your professional practice as a Peer Support Worker make you a vital member of the Lived and Living Experience Workforce at Bendigo Health.

In this role, you will provide individual peer support to a small number of consumers. You will also offer day-to-day support, guidance, and role modelling to the peer workforce across the mental health and wellbeing service. While based in the BACMHT, you will work alongside multiple teams and provide direct support to peer workers located both in Bendigo and in regional sites including Swan Hill, Echuca, Maryborough, Castlemaine, and Kyneton.

You will work collaboratively within a multidisciplinary environment and contribute to strengthening peer work practice across the service. This includes partnering with key operational areas such as the Mental Health Professional Development Unit and other teams involved in workforce capability building, quality practice, and service improvement. You will engage with staff at all levels to support the ongoing development, integration, and uplift of the peer workforce.

Responsibilities and Accountabilities

Key Responsibilities

- Provide peer support discipline related guidance and leadership to Peer Support Workers across the department, including co-ordinating daily peer worker operational requirements
- In collaboration and delegation from the manager assist with supporting peer workers meet practice and work place standards, e.g. engaging learning, supervision, multidisciplinary team work and assisting with performance reviews
- Collaborate with Managers of Peer Support Workers to understand and contribute to peer worker staff practice and development and ongoing integration of the peer worker roles within teams
- Model the values and principles of peer work and contribute to creating a safe environment for peer workers where they are motivated to bring their best selves to work and are fulfilled by their practice
- Provide regular one on one support and guidance to each peer worker on a regular basis.
- Using your developed expertise and experience you will support a small number of consumers
- Support consistency in peer support practice and provide guidance and alternate perspectives to support peer workers to effectively problem solve, manage new challenges and improve their practice
- Actively engage in and support reflective supervision practices
- Support the development and provide oversight of the group program, referral system and co-reflections in collaboration with other peer workers
- Contribute to fostering a workplace culture where the perspectives of the consumer workforce are respected, valued, and actively sought out by other staff
- Engage with management and advocate for the needs of the consumer workforce where appropriate. This may include membership of relevant advisory groups or committees
- Participate in the development and improvement of innovative peer programs
- Provide education on the consumer perspective to other staff members in both informal and formal settings such as brief conversations with team members or in-service presentations
- Stay up to date with contemporary trends across the mental health sector, especially with relation to the lived experience as an identified emerging workforce

Key Selection Criteria

Essential

1. Hold or currently undertaking a Certificate IV in Mental Health Peer Work or other related education such as social work, community services, or equivalent professional experience
2. A lived or living experience of mental illness or psychological distress and/or experiences of substance use disorder or addiction to alcohol or other drugs. You must also have personal experiences of seeking help from the public mental health system
3. Previous experience as a Consumer Peer Support Worker or Senior Consumer Peer Support Worker
4. Experience in providing and receiving reflective supervision or willingness to undertake Consumer perspective Supervision training
5. Understanding of the consumer perspective and recovery-oriented practice
6. The ability to work with a diverse range of people at all levels, especially consumers experiencing a high level of psychological distress and facing complex challenges, as well as a willingness and capacity to intentionally share your personal lived experience to model hope and recovery
7. Demonstrated experience working as part of a multi-disciplinary team and the ability to communicate effectively with clinical staff
8. Knowledge of Victoria's Public Mental Health and Wellbeing system, including peak bodies and lived experience organisations

Desirable

9. Familiarity with the 2022 Mental Health and Wellbeing Act, and how it supports consumers, carers and supporters in their access and rights to treatment and care.

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.