

Position Description

Position Title	Senior Carer Peer Support Worker
Position Number	30011868
Division	Clinical Operations
Department	Mental Health Professional Development Unit (MHPDU)
Enterprise Agreement	Victorian Public Mental Health Services Enterprise Agreement 2024-2028
Classification Description	Lived Experience Worker L4.1 – L4.4
Classification Code	AK47 – AK50
Reports to	Manager MHPDU
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

The Senior Carer Peer Workers understanding of the needs of families, carers and supporters derives primarily from their lived and living experience and complements the professional knowledge and skills of the multi-disciplinary team. The purpose of the position is to provide peer support to families, carers and supporters in navigating services and being involved in the treatment and recovery planning of the consumer through their mental health service journey. The position supports families, carers and supporters by providing education, information, linkages and referrals and by promoting self-advocacy and relational recovery. The role draws on lived experience as a carer of a person who has accessed public mental health services.

Responsibilities and Accountabilities

The Senior Carer Peer Worker under delegation from the Manager and LLEW Coordinator provides carer peer support to a small number of families and carers. In addition, the role offers day-to-day guidance, leadership, and role modelling to the carer peer workforce. Working collaboratively within multidisciplinary teams, the role supports consistent, recovery-oriented carer peer practice and contributes to service improvement, workforce capability building, and strengthening the integration and visibility of the carer perspective across the service.

Key Responsibilities

- Using lived experience expertise, provide direct one-on-one peer support to carers, family members and supporters
- Provide discipline-specific guidance and leadership in carer and family peer support practice across Mental Health and Wellbeing Services
- Provide regular one-on-one guidance, mentoring and informal support to Carer and Family Peer Workers, recognising the current size of the workforce while supporting future growth
- Promote consistency and quality in carer peer support practice, including supporting peer workers to reflect on practice, build confidence and navigate complex practice situations
- Participate in and support reflective supervision, co-reflection and other peer practice development activities
- Model trauma-informed, strengths-based, recovery-oriented, culturally responsive and rights-based peer practice from a carer and family lived experience perspective
- Work collaboratively within multidisciplinary teams, contributing the carer and family perspective to care planning, service delivery and clinical discussions
- Foster respectful working relationships with clinical and non-clinical staff and promote understanding of the unique contribution of carer peer work through day-to-day collaboration and informal education
- Contribute to the ongoing development of peer resources, group programs and referral pathways relevant to carer peer support
- Participate in quality improvement and workforce capability activities relevant to lived experience and carer peer practice
- Provide formal and informal education to staff on the carer and family lived experience perspective and the role of carer peer work
- Maintain contemporary knowledge of carer peer practice, family inclusive practice and the Victorian mental health and wellbeing system, integrating this knowledge into everyday practice

Key Selection Criteria

Essential

1. Lived experience as a carer or (family member with caring responsibilities) of a person who has accessed public mental health services and capacity to utilise this experience in lived experience peer work roles.
2. Certificate IV in Mental Health Peer Work or equivalent lived experience workforce training.
3. Demonstrated understanding of carer peer support principles and recovery-oriented practice.
4. Demonstrated experience providing leadership, guidance, or discipline-based support to lived experience staff.
5. Experience in providing or participating in reflective supervision or co-reflection, or willingness to undertake relevant training.
6. Demonstrated ability to work collaboratively within multidisciplinary teams and communicate effectively with a range of stakeholders.
7. Strong communication skills, professional boundaries, and ability to work autonomously.

Desirable

8. Knowledge of Victoria's public mental health and wellbeing system and carer supports rights and responsibilities.

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.