



Position Description

Position Title	Senior Carer Peer Support Worker
Position Number	30011868
Division	Clinical Operations
Department	Mental Health Professional Development Unit
Enterprise Agreement	Victorian Public Mental Health Services Enterprise Agreement 2021-2024
Classification Description	Lived Experience Worker Level 3, Year 1
Classification Code	MP36 - MP39
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](#)

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 Carer Peer Support Worker is a leadership and practice role within the Lived and Living Experience Workforce. The role draws on lived experience as a carer of a person who has accessed public mental health services. This lived experience is the primary source of knowledge that informs practice and complements the professional knowledge and skills of the multidisciplinary team.

The purpose of the role is to provide peer support to families, carers, and supporters as they navigate mental health services and participate, where appropriate, in treatment and recovery planning across the consumer's mental health service journey. The role supports carers through education, information sharing, supported linkages and referrals, and by strengthening self-advocacy, relational recovery, and wellbeing.

Responsibilities and Accountabilities

In addition to providing direct carer peer support to a small number of families and carers, 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

- Provide carer peer support discipline-specific guidance and leadership to Carer and Family Peer Workers across the service
- In collaboration with and delegation from the Manager, support carer peer workers to meet professional practice expectations, including engagement in supervision, reflective practice, multidisciplinary team work, and performance development processes
- Provide regular one-on-one guidance and informal support to carer peer workers to strengthen confidence, capability, and role clarity
- Support consistency and quality in carer peer support practice, including assisting peer workers to problem solve complex practice situations and navigate new challenges
- Actively engage in and support reflective supervision and co-reflection practices
- Using developed expertise and lived experience, provide individual carer peer support to a small number of carers or family members.
- Model trauma-informed, strengths-based, recovery-oriented, and culturally responsive peer practice from a carer perspective.
- Work collaboratively within multidisciplinary teams, contributing the carer and family perspective to care planning, service delivery, and team discussions
- Foster respectful working relationships with clinical and non-clinical staff and promote understanding of the carer peer role
- Advocate for the needs and professional integrity of the carer peer workforce through appropriate forums and consultation processes
- Contribute to the development, review, and improvement of carer peer support programs, group programs, resources, and referral pathways

- Participate in workforce capability initiatives, quality improvement activities, and service reform relevant to lived experience and carer inclusion
- Provide education on the carer and family perspective to staff through informal engagement and formal education opportunities
- Maintain awareness of contemporary developments in carer peer work, lived experience practice, and the Victorian mental health and wellbeing system

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. Experience working as a Carer / Family Peer Worker.
5. Demonstrated experience providing leadership, guidance, or discipline-based support to lived experience staff.
6. Experience in providing or participating in reflective supervision or co-reflection, or willingness to undertake relevant training.
7. Demonstrated ability to work collaboratively within multidisciplinary teams and communicate effectively with a range of stakeholders.
8. Strong communication skills, professional boundaries, and ability to work autonomously.

Desirable

9. 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.