

Position Description

Position Title	Carer Lived Experience Peer Support Worker
Division	Clinical Operations
Department	Mental Health and Wellbeing Services
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	Clinical Manager and Operation manager – Hope Program
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 • Working with Children 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 Hospital Outreach Post-Suicidal Engagement (HOPE) Carer Lived Experience peer support worker draws on their own life-changing experiences of supporting and caring for someone with suicidal distress to support and advocate for other carers, families, and supporters.

The primary focus of this role is to provide peer support to carers, family members and significant supporters. This role does not provide peer support to the person experiencing suicidality directly. Instead, it centres the needs, experiences and wellbeing of carers, while collaborating with the multidisciplinary team to ensure carer perspectives are respected and included in care processes where appropriate.

The Carer Peer Support Worker recognises that carers have their own recovery journey. The role provides space for carers to process impact, navigate services, strengthen boundaries, build protective factors and sustain their own wellbeing. Carers are supported as, people in their own right, not solely in their role supporting another.

Responsibilities and Accountabilities

Key Responsibilities

Work under the direction, guidance and support of the HOPE Clinical Manager

As a HOPE Carer Peer worker, your key duties will include, but are not limited to:

- Intentionally and appropriately share personal lived experience as a carer/supporter of someone with suicidal experiences, modelling hope, resilience and recovery.
- Maintain clarity regarding the distinct focus of the carer peer role, ensuring that support remains centred on the carer's experience while collaborating respectfully with the broader multidisciplinary team.
- Provide emotional and practical peer support to carers and families following a suicide attempt or serious suicidal ideation.
- Model and promote lived experience-informed language that is recovery-oriented, trauma-informed and family-sensitive, contributing to a culture of respectful and non-stigmatising communication within the team and broader service.
- Assist carers to develop confidence in navigating mental health systems and understanding treatment processes.
- Advocate for the needs and rights families, carers, and supporters, and empower them to self-advocate.
- Provide information about recovery-oriented and family-sensitive practice.
- Build respectful, compassionate and collaborative relationships with carers from diverse backgrounds.
- Maintain professional boundaries, confidentiality and ethical standards.

Other duties and responsibilities will include:

- **Multidisciplinary collaboration:** Working with the multidisciplinary team to identify creative opportunities for providing family/carer support and maximising carer engagement with BH mental health services.
- **Family meetings:** Actively participating in care planning meetings, working alongside families, carers, and supporters to ensure their concerns, questions, and needs are addressed and advocating for the inclusion of their perspectives.
- **Peer Support Groups (if offered):** Facilitate or co-facilitate peer support groups to provide a safe space for exchanging experiences and coping strategies that promote mutual support and belonging.
- **Applying human rights and recovery-oriented frameworks** in all aspects of work.
- **Attending and participating in multidisciplinary team meetings, professional supervision, reflective practice, organisational planning meetings, and staff training sessions.**
- **Ensuring reports, documentation, and administrative tasks are accurately completed, appropriately recorded, and stored in line with organisational procedures.**

Key Selection Criteria

Essential

1. A carer lived experience of suicide distress and mental health challenges and willingness and capacity to intentionally share this experience in a recovery focused way
2. Ability to establish therapeutic relationships and maintain professional boundaries
3. Demonstrated interpersonal and communication skills (written and verbal) as well as abilities in problem solving and negotiation
4. Ability to manage your own wellness including identification of strategies for staying well whilst working
5. Understanding of the needs of families/carer and an ability to communicate a lived experience of these needs.
6. Proficient computer and keyboard skills
7. Willingness to engage in pre-interview conversation with senior carer lived experience peer support worker

Desirable

8. Certificate IV in Mental Health Peer Work, Intentional Peer Support Core training and/or other relevant mental health training is highly desired
9. Experience working with families and carers of adults and young people with suicidal experiences in mental health and wellbeing services
10. Strong knowledge and understanding of Tandem's Mental Health Family, Carer Lived and Living Experience Workforce.

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.