

ORGANISATIONAL OVERVIEW

Introduction:

Northern Health is a vibrant, fast-paced workplace located in the rapidly growing northern suburbs. This is driving us to think innovatively about the needs of the population and what the health system of the future might need to look like to meet those needs. We take care of our community by providing a wide range of health services at multiple locations including:

- Northern Hospital Epping
- Broadmeadows Hospital
- Craigieburn Community Hospital
- Bundoora Centre
- Merri-bek Community Team
- Broadmeadows Community Care Unit
- Broadmeadows Prevention and Recovery Care
- Hotham Street Community Mental Health Clinic
- Northern Prevention and Recovery Care
- Northern Community Care Unit and,
- Noogal Clinic
- Kilmore District Health
- Women's Health Hub
- Mernda Community Hospital

We also collaborate with our partners to help expand the range of health care services offered to our culturally rich and diverse community.

As an organisation, we are shifting our focus from illness to putting a spotlight on supporting our community in 'staying well'. In order to achieve this, we are developing strong relationships with other health service providers and the community across the region, to help us think differently about the future.

Northern Health provides a dynamic working environment, with a strong culture of teamwork, safety and respect. Northern Health is proud to be an inclusive employer and aims to ensure our workforce is representative of the community.

Our Vision:

Creating a healthier future by working together, innovating and delivering great care.

Our Values:

- Safe – We provide safe, trusted care for our patients. We are inclusive, culturally safe, celebrating the diversity of our staff and community.
- Kind – We treat everyone with kindness, respect and empathy. We provide patient-centred and compassionate care.
- Together – We work together with our staff, patients, consumers and health system partners.

Our Priorities:

Northern Health has determined six strategic directions. The directions are focused on addressing priorities for safety, sustainability, growth and innovation. They reflect our best assessment of opportunities and challenges in our current and future environment.

- Collaborate to deliver safe, efficient, effective and sustainable care in all our services
- Demonstrate our commitment to the wellbeing of our valued workforce
- Renew and strengthen our infrastructure, systems, tools and processes for financial sustainability and growth
- Innovate to shape the future of health care in Victoria
- Partner to keep people well and deliver the best possible care locally
- Drive research and education to deliver excellent care and develop the next generation of clinicians and health care leaders

These priorities are inter-related in that success in one area is dependent on success in another. Detailed plans have been developed to support each of the priority areas.

All Northern Health employees will contribute to improving patient safety by being familiar with, and applying the National Safety and Quality Standards and criteria.

Safety, Quality and Clinical Governance at Northern Health:

Northern Health is dedicated to providing the highest quality of care in the safest possible environment for every patient every time. We are focused on strengthening the safety and quality of care across the continuum, with a focus on saving lives, reducing harm and improving the patient experience.

Northern Health's safety and quality improvement activities focus on delivering the Strategic Plan and Operational Business Plans, and are supported by the Northern Health Clinical Governance and Risk Frameworks, and the Northern Health Quality Improvement Methodology.

The Northern Health Quality Management System brings together the core elements that underpin how:

- Quality and Clinical Governance is determined.
- Quality services are delivered.
- Risk is managed.
- Audit – what matters is monitored.
- Our committees monitor performance of controls put in place to ensure safe patient care.

Commitment to Child Safety at Northern Health:

- We are committed to the safety, participation and empowerment of all children
- We are committed to the cultural safety of Aboriginal children, the cultural safety of children from a culturally and /or linguistically diverse backgrounds and to providing a safe environment for children with a disability.
- We have zero tolerance of child abuse, and all allegations and safety concerns will be treated very seriously and consistently with our robust policies and procedures
- We have legal and moral obligations to contact authorities when we are worried about a child's safety, which we follow vigorously

Family Violence and Child Safety Statement:

Northern Health is a child safe environment and is committed to protecting children from harm and abuse, in accordance with our legal obligations and the Child Safe Standards. Northern Health aims to identify and respond to individuals who are at risk of child abuse and family violence and we encourage victim survivors to disclose to their health professional to seek support and safety. Northern Health has zero tolerance of child abuse and family violence, and all disclosures and safety concerns will be treated sensitively in accordance with our policies and procedures.

Northern Health actively promotes the safety and wellbeing of all individuals. We recognize and respect individual rights, identities, relationships and cultures. Our aim is to foster a trauma-informed, culturally safe and child safe environment.

Northern Health is an Information Sharing Entity (ISE) and is prescribed to the Family Violence Multi-Agency Risk Assessment & Management (MARAM) Framework and the Information Sharing Schemes. Family violence and child safety training is mandatory for our staff members and volunteers.

Essential:

- Current National Police and Working with Children History Check.
- The Staff Immunisation Questionnaire must be completed by all new employees as part of the mandatory on-boarding process. New employees are not permitted to undertake any activity that requires patient contact prior to clearance by the Staff Immunisation Nurses; this also includes evidence of having the Flu vaccination on a yearly basis. New employees with contra-indications to vaccinations or who decline vaccination are required to attend a face to face consultation with the Immunisation Nurses for appropriate documentation of their contraindications or declination. This must be completed PRIOR to commencing any work with Northern Health.



POSITION DESCRIPTION

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| Position Title: | Consumer Peer Support Worker |
| Business Unit/Division: | Mental Health |
| Award Agreement: | VICTORIAN PUBLIC MENTAL HEALTH SERVICE ENTERPRISE AGREEMENT 2025-2028 Medical Scientists, Pharmacists and Psychologists (Victorian Public Sector) Enterprise Agreement 2021-2025 |
| Classification: | AK43-46 (previous EBA MP32-35) |
| Employment Type: | Part Time Ongoing |
| Reports to: | HOPE Program Manager |
| Date Prepared/Updated: | May 2026 |

ROLE STATEMENT

General Role Statement:

The Consumer Peer Support Worker is a valued member of the Hospital Outreach Post-suicidal Engagement (HOPE) Team and provides purposeful peer support to consumers experiencing suicidal crisis and psychosocial distress.

Drawing on their own lived experience of mental health challenges, suicidal distress and/or recovery, the Consumer Peer Support Worker offers hope, empathy and practical support to consumers accessing HOPE. The role works collaboratively with consumers, carers and multidisciplinary team members to promote recovery-oriented practice, strengthen consumer choice and self-determination, and support engagement with therapeutic interventions and community-based supports.

The Consumer Peer Support Worker contributes lived experience perspectives to clinical care planning, service delivery and team discussions, helping ensure care is person-centred, trauma-informed and responsive to the needs of consumers and families.

This position is responsible for:

- Providing intentional peer support to consumers of HOPE using lived experience to promote hope, connection and recovery.
- Building respectful and collaborative relationships with consumers and supporting engagement with care, wellbeing goals and community supports.
- Advocating for consumer voice, choice and self-determination throughout the HOPE episode of care.
- Contributing lived experience perspectives to multidisciplinary team discussions, care planning and service delivery.
- Supporting recovery-oriented and trauma-informed practice within the team and broader service.
- Working collaboratively with clinicians and external services to support coordinated care and transitions.
- Maintaining accurate documentation, confidentiality and professional boundaries in accordance with organisational requirements.
- Participating in supervision, reflective practice, professional development and service improvement activities.
- Contributing positively to team culture and demonstrating organisational values in day-to-day practice.

All employees:**Quality, Safety, Risk and Continuous Improvement**

- Maintain an understanding of individual responsibility for patient safety, quality & risk and contribute to organisational quality and safety initiatives.
- Follow organisational safety, quality & risk policies and procedures
- Maintain a safe working environment for yourself, your colleagues and members of the public.
- Maintain an understanding of individual responsibility for patient safety, quality & risk as outlined in Northern Health [Clinical Governance & Patient Experience - Trusted Care](#).
- Contribute to organisational quality and safety initiatives.
- Escalate concerns regarding safety, quality & risk to appropriate staff members, if unable to rectify yourself.
- Promote and participate in the evaluation and continuous improvement processes.
- Comply with principles of Patient Centred Care.
- Comply with Northern Health's commitment to Child Safety
- Comply with Northern Health mandatory continuing professional development requirements.
- Comply with requirement of National Safety & Quality Health Service Standards and other relevant regulatory requirements.
- All employees of Northern Health must comply with the health service's Staff Health / Workforce Immunisation procedure (as amended from time to time) together with any relevant State Government and Departmental directives. This requires all employees to be vaccinated for various diseases such as, but not limited to influenza.

KEY RESULT AREAS AND MAJOR RESPONSIBILITIES

Leadership:

- Demonstrate peer work values of hope, authenticity, mutuality and respect in all interactions with consumers, carers and colleagues.
- Provide purposeful peer support informed by lived experience to promote recovery, engagement and consumer choice.
- Advocate for the inclusion of lived experience perspectives within care planning and team discussions.
- Contribute positively to a safe, respectful and collaborative team environment.

Strategic and Project Management Leadership:

- Support delivery of HOPE service objectives through recovery-oriented peer support to consumers experiencing suicidal crisis and psychosocial distress.
- Assist consumers to identify goals, strengthen connections with supports and navigate transitions through HOPE and community services.
- Participate in team planning and service activities that support coordinated and responsive consumer care.
- Maintain accurate and timely documentation in line with organisational requirements.

Organisation-Wide Contribution:

- Work collaboratively with multidisciplinary team members and relevant internal and external services to support coordinated care.
- Contribute lived experience expertise to service planning, quality improvement and recovery-oriented practice initiatives.
- Participate in supervision, professional development and mandatory training requirements.
- Support a culture of continuous improvement and high-quality consumer care.

Diversity and Inclusion:

- Deliver peer support in a respectful, inclusive and culturally safe manner.
- Promote consumer choice and ensure care reflects individual identity, strengths and preferences.
- Support equitable access and engagement for consumers from diverse backgrounds.
- Contribute to an environment where lived experience and diversity are recognised and valued.

Innovation and Culture Change:

- Promote recovery-oriented and trauma-informed practice through lived experience leadership.
- Contribute ideas and feedback to strengthen peer work integration and service development within HOPE.
- Support initiatives that enhance consumer participation and embed lived experience perspectives across the service.
- Champion a culture of hope, inclusion and continuous learning within the team.

SELECTION CRITERIA

Qualifications, Registrations and Qualities:

- Identified lived experience of mental health challenges, suicidal distress and recovery, with demonstrated readiness to use lived experience purposefully in peer support practice.
- Formal peer work qualification (e.g. Certificate IV in Mental Health Peer Work) or willingness to work toward completion.
- Current Victorian Driver Licence.
- Current Working with Children Check and National Police Check as required.
- Commitment to recovery-oriented, trauma-informed and person-centred practice.
- Demonstrated ability to maintain professional boundaries, confidentiality and ethical peer work practice

Experience:

- Experience using lived experience in a peer support or lived experience role within mental health or related community settings.
- Experience supporting people experiencing mental health distress, suicidal crisis and/or psychosocial challenges.
- Experience working collaboratively with consumers, carers and multidisciplinary teams.
- Experience supporting engagement with community services, practical supports and recovery planning.
- Experience contributing to a positive and collaborative team environment.

Knowledge, Skills and Behaviours:

- Ability to use lived experience intentionally to build hope, connection and recovery-focused relationships.
- Strong interpersonal and communication skills, including the ability to engage sensitively with people experiencing distress.
- Understanding of recovery-oriented practice, trauma-informed care and consumer-centred support.
- Ability to advocate for consumer voice, choice and self-determination.
- Ability to work effectively both independently and within a multidisciplinary team.
- Effective organisation and time management skills.
- Commitment to reflective practice, supervision and ongoing professional development.
- Respect for diversity and demonstrated ability to work in a culturally safe and inclusive way.

Employee Declaration

I have read, understood and accept the above Position Description.

(Please print name)

Signature:

Date: