

## 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 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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|--------------------------------|------------------------------------------------------------------------|
| <b>Position Title:</b>         | Lead Family/Carer Peer Support Worker                                  |
| <b>Business Unit/Division:</b> | Mental Health Division                                                 |
| <b>Award Agreement:</b>        | VICTORIAN PUBLIC MENTAL HEALTH SERVICES ENTERPRISE AGREEMENT 2024-2028 |
| <b>Classification:</b>         | Peer Worker Level 4 Year 1-4 (AK 47-AK 50)                             |
| <b>Employment Type:</b>        | Permanent Part time (0.8 EFT)                                          |
| <b>Reports to:</b>             | Community Team Program Manager,<br>Carer Lived Experience Manager      |
| <b>Date Prepared/Updated:</b>  | June 2026                                                              |

## ROLE STATEMENT

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### General Role Statement:

The Lead Family/Carer Peer Support Worker will guide, orientate and supervise Level 3 Family/Carer Peer Workers within the team and potentially the wider service. The Lead Family/Carer Peer Support Worker will also provide peer support to the families and carers attending our Community Team by utilising their own lived experience of supporting someone with mental health challenges. They will work closely with the multidisciplinary team and leadership to embed peer support at the service by providing one on one and group support to families and carers, assist with peer-led initiatives, and enhance family/carers participation within the clinical program.

This position has extensive practice experience as a family/carers LLEW and is primarily focused on the supervision and support of the workforce and maintaining the highest level of practice standards. This position is responsible for:

- Prioritising the allocation of peer support referrals and peer worker caseloads
- Supporting Level 3 Peer Support Workers in achieving their KPI's and scope of practice
- Providing discipline specific supervision to peer support workers and facilitating co-reflection as required.
- Supporting families/carers in their role in caring for someone with a mental illness, including helping them access the range of community supports they need
- Engaging families/carers in orientation to the service and improve their experience of care
- Assist in staff building an understanding of the effectiveness of the role of the family/carers peer workforce in clinical mental health services
- Support, develop and facilitate group programs for families and carers
- Escalation of any concerns or risks to the appropriate person in the team (i.e. Manager or Team Leader)
- Participate in co-design projects to improve services for families/carers
- Work in partnership with colleagues across the Mental Health Division

This position is based at a specific Community Team site at Northern Health however occasional travel and work within other programs and services may be required. This role may also involve limited after hours work.

**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

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**Leadership:**

- Discipline Specific Supervision and mentoring to other Level 3 Family/Carer Peer Workers on the team
- Collaborate with the Education Manager and Lived Experience Leadership Team to facilitate orientation for Peer Support Workers and clinical staff on the family/carers LEW role
- Managing the flow and allocation of family/carers peer support work within the service
- Organisation of regular co-reflection activities and group supervision as appropriate to the workforce
- Ensure Peer Support Worker KPI's are met and that contact/activity data is accurately recorded
- Support managers/team leaders in the recruitment of new LEW staff and other staff as required

**Strategic and Project Management Leadership:**

- Participate in co-design projects to improve services for families/carers
- Developing and maintaining positive working relationships with key stakeholders and various multidisciplinary teams e.g. Handover, Clinical reviews, family meetings
- Provide support from a Lived Experience perspective to quality improvement initiatives

**Organisation-Wide Contribution:**

- Contribute to staff development;
- Contribute to the development and review of policies and procedures relevant to the role;
- Abiding by the policies of DHHS and NH (eg. with respect to privacy, documentation, data requirements, OH&S, etc.);
- Compliance with professional standards, ethics, and boundary requirements which apply to all mental health service staff.

**Diversity and Inclusion:**

- Demonstrate cultural sensitivity in the workplace at all times (CALD, gender, age, sexuality, etc).
- A clear and readily articulated understanding of the values and practices of family/carers peer work, which seek to be inclusive and respectful of consumers' views and honour the lived experience of family/carers

**Innovation and Culture Change:**

- Support and educate the multidisciplinary team to understand the role of peer support;
- Support the development of the group program and facilitate peer led groups;
- Lead and contribute to the growth of peer/carers/consumer led initiatives;
- Work collaboratively with all staff as an integral part of the multidisciplinary team, participating in clinical discussions and the planning of care as relevant to role.
- Escalation of any concerns for the peer workforce to the appropriate person within the team (i.e. Carer Manager/Team Leader/Program Manager)
- Refer families/carers to community programs and support networks, or other possible social resources, as appropriate

## SELECTION CRITERIA

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**Qualifications, Registrations and Qualities:**

- To have cared for someone living with mental ill-health who is accessing mental health services;
- Current driver's licence;
- Proficiency in a range of electronic applications including Microsoft Office (Word, Outlook, Excel and other systems and programs as relevant to the role).

**Experience:**

- Previous experience as a Carer peer Support Worker, minimum 2-3 years in a Mental Health setting
- A second language is desirable;
- Formal qualifications with relevance to Family/Carers Peer Support work is desirable. Such qualifications would include Certificate IV in Mental Health or Mental Health Peer Work, Single Session Family Peer Work training, Intentional Peer Support training, Carers Perspective Supervision training.

**Knowledge, Skills and Behaviours:**

- Highly developed interpersonal and communication skills (written and verbal) to consult, liaise, negotiate and work collaboratively with consumers, staff and other service providers
- Completed Intentional Peer Support training preferable;
- Demonstrated ability and commitment to:
  - working within the Intentional Peer Support Model that is strengths based and recovery orientated
  - ensuring peer workers are practising within their scope of practice/role requirements
  - think creatively and encourage creative thinking in others
  - advocate on behalf of PSWs, consumers and carers in a multitude of different settings

- work autonomously, problem solve, take initiative, be innovative, resourceful and adaptive to change
  - ongoing professional development including supervision and co-reflection
- Demonstrated capacity for strategic thinking and critical analysis skills
- Effective resilience and stress management skills
- Well-developed knowledge and understanding of the public mental health service environment, the Mental Health & Wellbeing Act 2022 and other relevant legislation, and strategic directions in mental health
- Understanding of the Royal Commission into Victoria's Mental Health System and the recommendations
- Experience in mentoring, supervising and supporting other staff

Employee Declaration

I  have read, understood and accept the above Position Description.  
(Please print name)

Signature:

Date: