

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

Position Title:	Consumer Peer Support Worker
Business Unit/Division:	Northern Health / Mental Health Division
Award Agreement:	VICTORIAN PUBLIC MENTAL HEALTH SERVICES ENTERPRISE AGREEMENT 2024-2028
Classification:	Consumer Peer Support Worker Level 2, Yrs 1-4 (AK39 – AK42)
Employment Type:	Part – Time (0.5EFT) Permanent
Reports to:	Program Manager Adult Inpatient Unit Consumer Manager (Bed-based Services)
Date Prepared/Updated:	August 2026

ROLE STATEMENT

General Role Statement:

The Consumer Peer Support Worker will provide peer support to the consumers admitted to our Northern Psychiatric Unit (NPU) by utilising their own lived experience of mental health challenges and accessing/navigating public mental health services. The Consumer Peer Support Worker will work in collaboration with clinical staff, leadership, other consumer peer support workers and family/carer workers in a multidisciplinary team at the IPU for a holistic approach to those needing to access an inpatient unit. Working from an Intentional Peer Support Framework, the Consumer Peer Support Worker will provide one-to-one peer support, facilitate groups and champion the Consumer Lived Experience perspective to guide best practice in Consumer care.

The Northern Psychiatric Units focus on providing support as a multidisciplinary team, aiming to care for people in an acute phase of mental ill-health and support them to transition home with appropriate community based mental health services. The service provides assessment, treatment, and coordination within a recovery focused model.

This position is responsible for:

- Connect with consumers to gain a deeper understanding of their experience of mental ill health and what recovery means to them
- Provide a non-clinical alternative perspective to consumers by utilising and intentionally sharing knowledge, skills and experience arising from their own personal mental health challenges and accessing mental health services;
- Provide one to one Peer Support utilising the Intentional Peer Support framework;
- Facilitate and participate in the group program;
- Offer post-discharge peer support when appropriate;
- Working as an integral part of the multidisciplinary team, participating in clinical discussions and the planning of care as relevant to the role;
- Correctly and accurately document all interactions with consumers in their electronic medical records, including keeping contact records of interactions;
- Attend and participate in regular meetings such as clinical reviews, handovers and team meetings;
- Attend and participate in lived experience team meetings, discipline specific supervision and other lived experience related meetings/events where required;

- Provide supports aimed at facilitating meaningful community engagement, and sustaining and strengthening relationships with family and wider social networks;
- Assist consumers to engage in problem-solving and gain more confidence in self-advocacy, including connecting consumers with advocacy services;
- Escalation of any safety and/or risk related concerns to the identified person within the team (i.e. Consumer Manager/Program Manager)
- Participating in mandatory training and professional development relevant to lived experience 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

Leadership:

- Demonstration of the Northern Health Values – Safe, Kind, Together;
- Ability to maintain a safe working environment and ensure compliance with legislative requirements

Strategic and Project Management Leadership:

- Participate in ward specific quality improvement processes and peer led projects, providing a Consumer perspective.

Organisation-Wide Contribution:

- Abiding by the policies of the Victorian Department of Health and Northern Health (e.g. with respect to privacy, documentation, data requirements, OH&S, etc.);
- Compliance with professional standards, ethics, boundary requirements which apply to all mental health service staff;

- Participate in Annual Discussions with your supervisor/line manager;
- Participate in regular mandatory training
- provide role-modelling of alternative strategies and engagement styles to staff

Diversity and Inclusion:

- Demonstrate cultural sensitivity in the workplace at all times (CALD, gender, age, sexuality, etc.)
- Be responsive to the needs of Consumers from diverse backgrounds.

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;
- Contribute to the growth of peer/consumer led initiatives;
- Work collaboratively with all staff within the multidisciplinary team, identifying the unique contribution that all disciplines make to consumer care.

SELECTION CRITERIA

Qualifications, Registrations and Qualities:**Essential**

- A personal lived experience of mental ill-health and accessing mental health services
- Relevant understanding of the public mental health system, Mental Health & Wellbeing Act 2022 & the recommendations from the Royal Commission into Victoria's Mental Health System

Experience:

The following are *desirable* for the consumer peer support role:

- Previous experience in a similar role;
- Professional development/training relevant to the consumer lived experience workforce (i.e. Intentional Peer Support)
- Formal qualifications with relevance to Consumer Peer Support work - Certificate IV in Mental Health/Peer Work, Community Development;

Knowledge, Skills and Behaviours:

- Ability to use knowledge and skills arising from a personal lived experience in a variety of settings;
- Well-developed communication and interpersonal skills, including the ability to consult, liaise and work collaboratively with carers/families, consumers and clinical staff;
- An ability to work independently and as part of a multidisciplinary team;
- An empathetic and compassionate approach;
- Problem solving and conflict resolution skills;
- Understanding of the Victorian Mental Health Act 2022;
- Understanding of the Consumer Lived Experience Framework;
- Familiarity with recommendations of the Royal Commission into the Victorian Mental Health System.

- Effective stress management, self-care strategies, and the ability to reflect on the impact of the role on yourself and seek out support and advice when needed.
- Computer literacy in Microsoft Word, PowerPoint, Excel & Outlook

Employee Declaration

I

have read, understood and accept the above Position Description.

(Please print name)

Signature:

Date: