

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:	Senior Consumer Peer Support Worker
Business Unit/Division:	Northern Health / Mental Health Division
Award Agreement:	VICTORIAN PUBLIC MENTAL HEALTH SERVICES ENTERPRISE AGREEMENT 2024-2028
Classification:	Senior Consumer Peer Support Worker Level 3, Yrs 1-4 (AK43 – AK46)
Employment Type:	Part Time – 0.7 EFT (7 shifts a fortnight)
Reports to:	Program Manager Adult Inpatient Unit Consumer Lived Experience Manager
Date Prepared/Updated:	June 2026

ROLE STATEMENT

General Role Statement:

The Senior Consumer Peer Support Worker will support, mentor and orientate other Consumer Peer Workers within the team at our Northern Psychiatric Units (NPU), providing guidance for their peer practice. They will also support the development and implementation of Consumer initiatives on the ward in collaboration with the LLEW Consumer Manager and Lead Peer Support Worker. They will promote the Consumer perspective in the context of clinical and leadership meetings, co-design projects, and delivery of services at the local level.

The Senior 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 Senior Consumer Peer Support Worker will work in collaboration with the broader lived experience workforce across all NH bed-based services and community streams, as well as the multidisciplinary clinical team at the IPU for a holistic approach to those needing to access an inpatient unit. Working from an Intentional Peer Support Framework, the Senior Consumer Peer Support Worker will provide one-to-one peer support, facilitate, develop, co-design 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:

- Guiding, supporting and mentoring of Level 2 Consumer Peer Support Workers in the team;

- Orientation and mentoring of new Consumer Peer Support Workers in collaboration with the Lived Experience Education Manager, Lived Experience leadership and clinical program managers;
- Orientation and education of multidisciplinary team members about the role of Consumer Peer Support;
- Escalation of any safety and/or risk related concerns that arise (including concerns regarding the Consumer peer workforce), to the appropriate person within the team (i.e. Consumer Lived Experience Manager/Lead Peer Support Worker/Nurse Unit Manager);
- Facilitate and/or leading co-design projects to improve services and care for Consumers in the inpatient setting in collaboration with the lived experience leadership team;
- Advise from a Consumer lived experience perspective in various settings such as clinical reviews, handovers, leadership meetings and working groups;
- Advocating on behalf of Consumer Peer Support Workers, Consumers, and the broader Consumer Lived experience perspective in appropriate settings;
- Contributing to the recruitment of clinical and lived experience staff as required;
- 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 role;
- Building understanding of the effectiveness of the role of the Consumer lived experience workforces in clinical settings;
- Assisting with the orientation and introduction of Consumers to the service and available supports;
- Assist consumers to engage in problem-solving and gain more confidence in self-advocacy, including connecting consumers with advocacy services;
- Developing and maintaining positive working relationships with key external organisations that support Consumers in their recovery journey;
- Implementation of practices to maximise engagement of Consumers, and ensure work is done in culturally appropriate ways;
- Correctly and accurately document all interactions with consumers in their electronic medical records, including keeping contact records of interactions;
- 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;
- Escalation of any safety and/or risk related concerns to the identified person with the team (ie. Lead PSW/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:

- Be a Mentor for entry level lived experience staff;
- Utilise Lived Expertise in leadership meetings to advise and represent the Consumer Perspective;
- 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:

- Facilitate and co-design peer-led projects and implement initiatives that improve the experience of care for Consumers in collaboration with lived experience leadership, clinical management and other peer support workers;
- Lead ward specific quality improvement processes and peer led projects, providing a Consumer perspective.

Organisation-Wide Contribution:

- Contribute to the development and review of policies and procedures relevant to the role;
- Abiding by the policies of DHHS, NH and NAMHS (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;
- Contribute to staff development;
- Participate in Annual Discussions with your supervisor/line manager;
- Participate in regular mandatory training.

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:

- Lead and educate the multidisciplinary team to understand the role of peer support;
- Lead 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:

- A personal lived experience of mental illness 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;
- Current National Police and Working with Children History Check.

Experience:**Essential**

- Minimum of 2 years working within a designated Consumer lived experience peer support role;
- Intentional Peer Support Core training.
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Desirable

- Formal qualifications with relevance to Consumer Peer Support work - Certificate IV in Mental Health/Peer Work, Community Development;
- Hearing Voices training;
- Experience in mentoring, supervising and supporting other staff;
- A second language.

Knowledge, Skills and Behaviours:

- Demonstrated ability and commitment to working within the Intentional Peer Support Model and the Consumer Lived Experience Perspective Framework;
- Demonstrated ability to work autonomously, problem solve, take initiative, be innovative, resourceful and adaptive to change;
- Ability to use knowledge and skills arising from lived experience in a variety of settings;
- Highly-developed communication and interpersonal skills, including the ability to consult, liaise and work collaboratively with carers/families, consumers and clinical staff;
- Demonstrated capacity for strategic thinking and critical analysis skills;
- Ability to work from a recovery and strengths-based framework;
- An ability to work independently and as part of a multidisciplinary team;
- An empathetic and compassionate approach;
- Problem solving and conflict resolution skills;
- Well-developed knowledge and understanding of the public mental health service environment, the Mental Health and Wellbeing Act 2022, and strategic directions in mental health;
- Thorough understanding of the recommendations of the Royal Commission into the Victorian Mental Health System;

- 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: