

POSITION DESCRIPTION – Bayside Health

Date revised:	17/07/2026
Position:	Consumer Peer Worker – Community Care Unit
Award / Agreement:	Victorian Public Mental Health Services Enterprise Agreement 2020 – 2024
Classification Title	Lived Experience Worker Level 3, Year 1-4
Department / Unit:	Frankston Community Care Unit (CCU)
Care Group:	Peninsula Care Group
Accountable to:	Operationally reports to NUM Community Care Unit (CCU) Professionally reports to Peer Work Discipline Lead

About Bayside Health

Bayside Health is a public health service delivering high-quality care across every stage of life for close to 1.2 million people living in metropolitan Melbourne, the Mornington Peninsula, Koo Wee Rup, Bass Coast and Southern Gippsland.

We have more than 15 main sites, including hospitals, centres and clinics that provide comprehensive care from welcoming newborns to supporting older people and a full range of services in between.

More than 22,000 dedicated staff are focussed on providing exceptional, equitable, and locally connected care through shared expertise, compassion, and a commitment to continuous growth. Education and training are central to staff development as we encourage all employees to strive and thrive.

Bayside Health was formed following the merger of Alfred Health, Bass Coast Health, Gippsland Southern Health Service, Kooweerup Regional Health Service and Peninsula Health on 1 January 2026.

Care Groups

Bayside Health is organised into three care groups:

- 1. Alfred Care Group** operates The Alfred, Caulfield Hospital, Sandringham Hospital and Melbourne Sexual Health Centre. Australia's busiest Emergency and Trauma Centre and largest Intensive Care Unit is located at The Alfred. From here we provide nineteen statewide services to support the Victorian community. It is also the largest site for clinical trials in Australia.
- 2. Peninsula Care Group** operates Frankston Hospital, the new Peninsula University Hospital and Rosebud Hospital among other sites and facilities. The new hospital will transform local care with dedicated wards and services. The group also operates MePACS, a personal alarm service, which cares for around 50,000 elderly and vulnerable people across Australia.
- 3. Bayside Regional Care Group** operates sites at Kooweerup, Korumburra, Leongatha, Phillip Island and Wonthaggi and specialises in rural and regional care.

Our Code of Conduct

Our staff are expected to demonstrate and uphold the behaviours set out in Bayside Health's Code of Conduct.

Division

Mental Health

Position Summary

The Peninsula Health Community Care Unit (CCU) located in Spray Street Frankston provides 24-hour residential care with a focus on individualised mental health recovery. This occurs within a multi-disciplinary team working alongside each resident throughout this stage of their personal recovery journey.

The Consumer Peer Worker will work from their lived experience and training in Peer Work discipline (Cert IV in Peer Work, IPS or similar) to build strong supportive connections with residents (people who are accessing treatment, care, support) at CCU, and work alongside them to ensure their perspective, needs and goals are supported in all aspects of treatment, care and support.

The Consumer Peer Worker will work collaboratively with clinical, allied health and other Lived Experience Workforce staff. As key members of the multidisciplinary treatment team, Consumer Peer Workers share their experience and expertise to ensure treatment, care and support is person-centred, recovery-oriented, trauma-informed and family/kin/carer inclusive.

As a valued member of the PHMHWS Lived Experience Workforce all Peer Workers will have supervision, Senior Peer support, training/development opportunities, regular co-reflections and LEW team meetings to ensure discipline-specific support, development and connection.

Key duties and responsibilities

Working with Consumers at Frankston CCU, the Consumer Peer Worker will:

- Identify as, work from and access support/supervision from Consumer perspective
- Provide 1:1 peer support to consumers
- Support residents to develop their own recovery plans and goals
- Support residents to build and strengthen connections with community services and opportunities
- Develop, co-facilitate and contribute to recovery-oriented groups in collaboration with staff
- Work with CCU staff to support person-centred care
- Provide lived experience input and advocate for resident voice and choice
- Support communication between residents and the team
- Contribute to multi-disciplinary team meetings (e.g. handovers, clinical reviews, discharge/safety planning) to promote recovery-oriented practice and consumer involvement in decision making
- Work with Lived Experience Workforce and Manager to access discipline support, supervision and development/training opportunities
- Work collaboratively with all members of the Lived Experience Workforce – attend and participate in meetings, session, co-reflection, supervision and development initiatives
- Align with and uphold the values, vision and purpose articulated in the PHMHWS LE Framework
- Be responsible for providing safe, personal, effective, and connected Peninsula Care in all situations
- Ensure compliance with quality and safety standards that underpin the Peninsula Care Framework by adhering to outlined responsibilities and accountabilities

- Partner with patients, consumers, and/or carers at all levels of healthcare provision, planning, and evaluation to ensure an excellent standard of service

Key capabilities

- Emotional Intelligence (includes self-care and self-awareness)
- Continuous learning
- Critical thinking and problem solving
- Clear and effective communication
- Collaboration / Teamwork
- Consumer Service
- Courageous conversations
- Responsible for success
- Being open to change and continuous improvement
- Organisational skills

Quality, safety, risk and 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 guidelines.
- Maintain a safe working environment for yourself, your colleagues and members of the public.
- Escalate safety, quality & risk concerns to the appropriate staff member if unable to rectify yourself.
- Promote and participate in the evaluation and continuous improvement processes.
- Comply with principles of Patient-Centred Care.
- Comply with Bayside Health's mandatory continuing professional development requirements.
- Comply with National Safety & Quality Health Service Standards and other relevant regulatory requirements.
- Maintain responsibility for supporting enterprise security.

Other requirements for all Bayside Health staff

- Ensure compliance with relevant Bayside Health clinical and administrative policies and guidelines.
- Comply with relevant privacy legislation.
- Protect confidential information from unauthorised disclosure and not use, disclose or copy confidential information except for the purpose of and to the extent necessary to perform your employment duties at Bayside Health.
- Comply with Bayside Health's medication management and medication safety policies and guidelines.
- Comply with the actions set out in the relevant section(s) of the OHS Roles and Responsibilities Guideline.
- Research activities will be undertaken commensurate with the role.
- In accordance with Directions made by the Secretary, Department of Health, all Bayside Health employees working in Category A or B roles (as determined by the department's risk ratings) must be vaccinated against Influenza with a TGA approved vaccine

QUALIFICATIONS/EXPERIENCE REQUIRED

Essential

- Must have and be willing to work from a lived experience of mental health concerns/psychological distress and/or co-occurring MH/AOD concerns

- Have (or be undertaking) relevant Peer Work discipline qualification/training (i.e. Certificate IV in Peer Work, IPS or similar)
- Demonstrate understanding and practical application of the guiding principles, values and ethics of peer support work
- Understanding of and ability to work from recovery-oriented, trauma-informed approaches support consumers' sense of dignity and self determination
- Commitment to reflective practice, supervision and ongoing professional development
- Well-developed communication and interpersonal skills, including the ability to consult, liaise and work collaboratively with consumers, their families/kin/carers and other healthcare staff
- Ability to work collaboratively with individuals and groups, have an understanding of the diversity of cultural, linguistic and gender backgrounds of our community and the impact this has on consumers experience of mental illness
- Understanding of current Victorian Mental Health, Dual Diagnosis and AOD service systems, including clinical, hospital and community services
- Demonstrated ability to work independently and as part of a team, well organised, flexible and adaptable

Professional Scope and Boundaries

- Peer Workers practise within the recognised scope of peer work and maintain professional relationships and boundaries that support safe, ethical, recovery-oriented and trauma-informed practice.
- Peer Workers recognise and appropriately manage conflicts of interest and seek supervision and support when required.
- Peer Workers work collaboratively within multidisciplinary teams while maintaining the integrity and distinct contribution of peer work practice.

Commitment to child safety

Bayside Health has zero tolerance for child abuse and is committed to acting in the best interest of children in our care. We promote cultural safety and participation of Aboriginal children, children of cultural and linguistic diversity and those with disabilities to keep them safe at all times.

Position Description authorised by: Helen Waite, Nurse Unit Manager, Community Care Unit

Date: 17/07/2026