

Position Description

Position Title:	Lived Experience Lead
EBA / Award:	SCHADS
Classification:	Level 6
Reports to Operational:	Local Service Operations Manager
Primary Site:	Benalla, Wangaratta & Mansfield
Last updated:	August 2026

Be part of a major boost to mental health and wellbeing in Victoria!

The Mental Health and Wellbeing Locals are an important part of Victoria's reformed mental health and wellbeing system. The Victorian Government has committed to establishing 50 Mental Health and Wellbeing Locals.

In Benalla, Wangaratta and Mansfield, Wellways, ACSO and Albury Wodonga Health are working together to offer an easy way to access care and support for people aged 26 years and over who are experiencing mental health concerns – including people with co-occurring alcohol and drug support and care needs and their family, carers, and supporters.

Mental Health and Wellbeing Locals are free, voluntary, and easy to access, with no referral required. Importantly, these new services will be delivered on the basis of *'how can we help?'* and a *'no wrong door'* approach, focused on giving choice and control over how the participant wants to receive support.

This service will make it easier for the participant to access the support they need, closer to home and family, carers, and support networks.

Most importantly, Mental Health and Wellbeing Locals are safe spaces for everyone.

Commitment to Reconciliation

The Mental Health and Wellbeing Local knows that Aboriginal and Torres Strait Islander people have not always been well-served by mental health and disability organisations. Their social and emotional wellbeing has been impacted by generations of trauma, injustice and deprivation. As partner organisations, we recognise our responsibility in addressing these issues of injustice, inequality and stigma as part of ensuring our services are both welcoming and helpful for people and their families. As part of our commitment to reconciliation, we are working to create culturally aware and safe services for First Nations Community Members.

Working together - how we will deliver services

The Mental Health and Wellbeing Local is community-led and integrated through partnership that shares power, creating a responsive, flexible and helpful service.

The Local will operate seven days a week, with extended operating hours to support a flexible and responsive service. The Local Service model will provide integrated clinical support, care, and wellbeing support to participants and their family members or carers. The provided services will be in response to participants experiencing a mental health challenge and co-occurring substance use or addiction. This approach will improve the capacity of individuals to engage in our community and respond to any future psychological distress.



Community

The Mental Health and Wellbeing Local Services will be community-led, coproduction will be the means in which we ensure a diverse range of perspectives are included in design, delivery and governance of the local ensuring it reflects, responds and is accountable to the local community it supports.

Connected

An integrated service system connected through governance (partnership, operational and clinical) systems and workforce ensures people can access the right support at the right time.

Creating capacity for citizenship

Our model of care and governance structure has been designed to create capacity; in community, our workforce, individuals and their natural supports to recognise and respond to psychological distress and to address the barriers that impact people from participating in community and leading meaningful lives.

Role Purpose

The Lived Experience Lead, employed by Wellways, is responsible for embedding lived experience principles across our practice at the Mental Health & Wellbeing Local Service. This role is vital for ensuring that all participants are supported, included and able to access participant-led and holistic mental health care. The Lived Experience Lead is a key role within the Local Service Leadership Group and reports to the Operations Manager.

This role will provide Lived Experience (consumer perspective) discipline specific leadership, supervision and practice development across the following areas:

- Delivery of quality services that are co-produced with the community, evidence based and are inclusive for all community members
- Service experience for participants, carers and their families including engagement of harder to reach participants and cohorts
- Working with the Leadership team to ensure ethical and participant driven data is collected, analysed and used to drive future service improvements based on demand, community need and support gaps
- Supporting the lived experience workforce by providing consumer perspective supervision and supporting ongoing learning and development of all team members relating to the Lived Experience Disciplines and human rights in mental health care.
- Supporting the link between the Lived Experience Governance team and the service team
- Supporting the understanding of recovery-based models of care for the Locals team

Key areas of accountability

Area	Description
General	• Work collaboratively with the leadership team to contribute to the development of the Local Service Action plan, ensuring lived experience perspectives inform planning and priorities at the service level. • Support the team's understanding and application of lived experience and recovery principles to strengthen how participants are supported to identify, engage and remain connected to the range of health and social care services and social and community activities they need, including those who are harder to reach. • Collaborate with service teams and partners to ensure lived experience perspectives inform safety conversations, supporting safety planning with participants, upholding duty of care obligations and escalating to clinical staff as required, while promoting a dignity of risk and self-determination approach in line with peer work values and IPS principles. • Facilitate lived experience focused case conferencing and peer practice discussions and participate in joint planning and Network Meetings at key stages, contributing a senior lived experience perspective to ensure a coordinated response to participants' health, wellbeing, disability supports and other needs. • Provide consumer perspective supervision and support to the Peer Workers. • Identify opportunities for education within the service that increases staff understanding of the role of peer work • Model and promote a culture of self-advocacy, resilience and recovery-oriented practice within the team. • Undertake any additional tasks as requested that reasonably fall within the scope of the position and classification.
Management, Leadership and Guidance	• Provide lived experience (consumer perspective) discipline specific leadership to the peer workforce, modelling advanced peer practice grounded in IPS principles and recovery-oriented values, and supporting peer workers to maintain role clarity and integrity within the multidisciplinary team. • Draw on your own lived experience of recovery to intentionally and purposefully model and inspire hope, self-determination and recovery-oriented practice in peer workers and across the broader Local team. • Oversee peer work discipline supervision within the service, ensuring all peer workers receive regular individual

	consumer perspective supervision and participate in group peer work reflection, maintaining records of supervision frequency, themes and outcomes and reporting to the Operations Manager. • Develop and maintain an annual peer workforce development plan in consultation with peer workers and their people leaders, identifying learning needs, contemporary practice updates and development opportunities aligned to local service priorities. • Contribute to budget planning for peer workforce development and practice initiatives, working with the Operations Manager to identify resource requirements aligned to the annual peer workforce development plan. • Identify and distribute tools and resources to support lived experience staff in maintaining contemporary practice, including peer work sector updates, and support connection to the broader lived experience workforce community • Work collaboratively with Wellways' organisational lived experience workforce team to ensure local peer practice development is aligned with organisational frameworks and standards.
Promote continuous improvements	• Contribute Lived Experience Expertise to the Quality and Safety Committee, Operations Committee and the team meetings to ensure the service remains participant-led and recovery focussed • Document supervision provision as per Wellways supervision guidelines • Ensure the Peer Workers work effectively to provide evidence-based support to participants accessing the Local. • Support the team to meet program needs, ensuring each member is appropriately orientated to the Local service. • Work with the Local Operations Manager in the implementation and development of the service, ensuring it remains locally relevant and responsive.

Key Requirements

Area	Description
Qualification	Essential: • Personal lived experience of mental health/AOD challenges and recovery, with capacity to use lived experience intentionally and purposefully in a senior designated role • Substantial demonstrated experience in the mental health and/or AOD sector, including in a designated lived experience (consumer perspective) role • Completion of or active enrolment in Certificate IV in Mental Health Peer Work or equivalent peer work qualification • Formal training in Intentional Peer Support (IPS) or demonstrated working knowledge of IPS as a practice framework • Experience in a senior peer practice or discipline leadership role • Demonstrated time management abilities, excellent communication (written and oral) and interpersonal skills. • Demonstrated ability to build collaborative working relationships across multidisciplinary teams. • Demonstrate a proactive approach and work with competing needs, deadlines and balance priorities with efficiency and professionalism. • Ability to work independently and within a team. Desirable: • Experience working with Lived Experience Workforce in a mental health setting. • A good understanding of Federal, State and Local mental health policy and current reform.
Information Technology	• Good working knowledge of MS Office Suite • Experience in using a Client Information Management Systems (CiMs) and Customer Relationship Management Systems (CRM). • Proven extensive experience establishing and maintaining appropriate health records.
Compliance	• National Police Check • International Police (if required) • Current Working with Children Check-employment • Evidence of right to work in Australia • NDIS Workers Screening Check • 100 points of identification • NDIS Workers Orientation Modules – free online course

Required Values & Behaviours

Area	Description
Authenticity and Integrity	- We will bring our whole selves to the table and work from a position of trust and belief in the other, recognising community and wellbeing belongs to all of us. - We are committed to leading a culture that is helpful and understands people exist and have complex intersectional circumstances that can lead to psychological distress.
Compassion	We will commit to a compassionate approach and understanding leading with curiosity.
Respectful Collaboration	We are respectful and recognise the power in our different experiences and organisations work views and recognise we all have something to learn from each other.
Quality and Safety	- Ensure any risks are identified and reported promptly and that prevention strategies are implemented to ensure the safety of all participants. - Ensure and take all reasonable care for your personal safety and the safety of, participants and colleagues. - Actively participate in workplace health and safety initiatives and consult with colleagues and management in relation to issues that impact on the safety of the workplace. - Comply with all Policies and Procedures - Maintain confidentiality as per Mildura Mental Health Local policies and procedures and in accordance with relevant privacy and health records legislation. - Actively involve participants and/or carers in quality and safety improvement activities. - Maintain up-to-date immunisation status related to own health care worker category. - Ensure that the principles of general and participant manual handling are adhered to.

People & Culture	• Act in accordance with the 'Code of Conduct' and 'Workplace Behaviour' Policies. • Actively participate in relevant professional development. • Display high levels of professional behaviour at all time
Equality and Equity	• We will strive for equality and equity in our approach to partnership and the community we serve. • We aim to break down the barriers of power and privilege recognising we come together toward a common goal.
Honesty and Courage	• We will have robust feedback mechanisms in our model of care and governance structure to actively engage with community and participants to ensure we are meeting their needs and we are accountable to these. • We lean into difficult conversations realising this is when there is the greatest opportunity to learn.
Excellence and Appreciation	• Our work will be evidence based and we commit to continuous quality improvement processes to ensure the people using our service have excellent outcomes.
Commitment to reconciliation	• Demonstrates commitment to reconciliation. • Work towards creating culturally aware and safe services for First Nations Community Members.

Scope of Authority

Direct employees to start or cease work	Authorised
Recruit/terminate employees	Not authorised
Appoint contracts	Not authorised
Approve expenditure	Authorised (Amount - TBC)
Media contact	Not authorised