
POSITION DESCRIPTION – Bayside Health

DATE REVISED:	19 August 2026
POSITION:	Family Peer Specialist – ICYAMHWS
AWARD/AGREEMENT:	Victorian Mental Health Services Enterprise Agreement 2024-2028
CLASSIFICATION TITLE:	Lived Experience Worker Level 3
DEPARTMENT/UNIT:	Alfred Mental & Addiction Health (AMAH): Infant, Child & Youth Services – Infant, Child and Youth Area Mental Health and Wellbeing Service (ICYAMHWS)
CARE GROUP:	Alfred Care Group
ACCOUNTABLE TO:	Team accountability: Team Leader Operationally accountable: Manager Family / Carer Lived Experience Program Professionally accountable: Senior Family Peer Specialist – ICYAMHWS / Manager Carer Peer Workforce Development
NUMBER OF DIRECT REPORTS:	Nil

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.

ALFRED MENTAL & ADDICTION HEALTH PROGRAM (AMAH)

AMAH provides specialist psychiatric clinical care to people with severe mental illness. The Program has a primary responsibility for residents of inner South-eastern metropolitan Melbourne but cares for all patients seeking its services.

The Alfred Mental and Addiction Health Program (AMAH) comprises:

- AMAH Hospital and Emergency Services (HES)
- AMAH Adult and Older Adult Services (AOAS)
- AMAH Infant, Child & Youth Services including Headspace (HI-CYMHS)
- AMAH State-wide Services

AMAH HES is located at The Alfred (hospital) (Commercial Road, Prahran) and at 549 St. Kilda Road.

AMAH AOAS is located at The Alfred (hospital) (Commercial Road, Prahran) 607 St Kilda Rd; Alma Road CCU in St. Kilda; at our Prevention and Recovery Centre (PARC) at Nicholson Street Prahran; and at Caulfield Hospital (Kooyong Rd, Caulfield).

AMAH HI-CYMHS is in Moorabbin, and headspace services are in various locations across the Southern metro area.

AMAH State-wide Services include WReN, the Women's Mental Health Service located at Ramsay Health, Albert Road Clinic and Ngamai Wilam, the Residential Eating Disorders Treatment Centre in Armadale.

AMAH also works in partnership with local non-government and social support agencies.

Our mission in AMAH is to enable people of all ages to lead their own meaningful and purposeful lives by providing innovative, compassionate, and collaborative mental health and wellbeing treatment, care and support.

AMAH actively encourages applications from members of the LGBTIQ+, Aboriginal and Torres Strait Islander peoples, Disability, culturally and linguistically diverse communities and those with lived and living experience in areas in which we work. We work to address barriers in full participation.

INFANT, CHILD, YOUTH AND HEADSPACE MENTAL HEALTH SERVICE

Formerly referred to as Alfred CYMHS and headspace, the expanded Department is now be referred to as AMAH Infant, Child and Youth Area Mental Health and Wellbeing Service (ICYAMHWS) and headspace. Services include:

- **ICYAMHWS:** Access / Child and Youth HOPE (hospital outreach post-suicidal engagement) Team, Infant and Child Team, Sector (region) Teams x 2, EIMOS (Early Intervention Mobile Outreach Support), Neurodevelopmental Stream – MHIDI-Y (mental health and intellectual disability initiative – youth) and DAMP (deficits in attention, motor control and perception).
- **Community Forensic Youth Mental Health Service (CFYFMHS)**
- **headspace Primary & Youth Early Psychosis:** Centres at Elsternwick, Syndal; Bentleigh, Narre Warren & Dandenong, and Frankston

The **Infant, Child and Youth Area Mental Health & Wellbeing Service (ICYAMHWS)** at Alfred Health is a community-based service that provides comprehensive assessment, treatment and case management to infants and children (0-11), adolescents and young people (12- 25) presenting with behavioural, emotional, psychiatric or developmental difficulties. ICYAMHWS provides clinical services in partnership with a wide range of service providers to achieve the best possible outcomes. The service is committed to active participation by families and young people in evaluating and improving our services.

ICYAMHWS is committed to active participation by young people, families and consumers and carers with lived experience through all phases of service planning, implementation and evaluation.

POSITION SUMMARY

This position is permanent, part-time (3 days/week), and is based at Alfred Infant, Child and Youth Area Mental Health and Wellbeing Service (ICYAMHWS) in Moorabbin.

This position sits within ICYAMHWS and provides lived experience support to **families, kin and networks** of young people aged 12-25 years accessing mental health services, primarily within the sector region team(s).

For the purpose of this role, *families, kin and networks* includes family of origin, family of choice, kinship and cultural supports, carers, guardians, partners, friends and other significant people who provide care, connection or support to a young person.

Drawing on your lived experience as a carer of someone who has accessed the mental health system, you will provide empathetic support, guidance and encouragement to families, kin and networks. Through sharing relevant skills, insights and experiences, you will help foster hope, build confidence and empower carers to identify their own support needs, prioritise their wellbeing, strengthen self-advocacy skills and engage in problem-solving. You will also assist families, kin and networks to access appropriate educational and community-based supports and work independently or collaboratively with the broader family service team in line with the ICYAMHWS model of care.

This position currently operates within office hours. As service delivery expands, the position may be required to work rostered shifts across weekdays, evenings and weekends.

KEY DUTIES AND RESPONSIBILITIES

- Using your carer lived experience, provide direct peer support to build positive connections with families, kin and networks to support their wellbeing and improve engagement and self-care
- Provide information about current carer services available, such as individual and family counselling services, carer support groups, financial assistance, and education programs as appropriate
- Establish mutually beneficial support to families, kin and networks of 12-25 aged young people accessing ICYAMHWS. This support is provided face to face or via phone or online
- Empower families, kin and networks to connect with others, practice self-care and utilise coping skills
- Support families, kin and networks, where applicable in preparation for and during meetings
- Encourage communication between families, kin and networks and treating team
- Provide a voice of carer lived experience to the service and multi-disciplinary team
- Complete required documentation and ensure confidentiality and privacy of information is maintained
- Provide regular feedback on family issues to the service that promotes family inclusive practice within the service
- Attend and participate in clinical review meetings, supervision, professional development and any other meetings as required
- Support families, kin and networks to be aware of their rights and responsibilities within the health service
- Support Culturally and Linguistically Diverse (CALD) families, kin and networks by listening to and understanding their experience of mental health issues, being sensitive to cultural norms and using interpreting services as required
- With negotiation with family-carer LE leadership; engage with co-design opportunities, support groups, family related working groups, forums and education sessions for families, kin and networks

- Participate in staff recruitment and orientation when required

KEY RELATIONSHIPS

- Work collaboratively with ICYAMHWS multidisciplinary teams to provide inclusive and responsive support to families, kin and networks.
- Liaise with Family Carer Lived Experience leadership regarding supports, resources, service development and workforce initiatives.
- Collaborate with Family Carer Lived Experience Workforce colleagues and clinical staff to ensure coordinated support.
- Maintain collaborative working relationships with multidisciplinary teams through participation in clinical reviews, team meetings and service activities.
- Engage with relevant lived experience workforce organisations, professional networks and communities of practice.
- Actively participate in discipline specific group and individual supervision provided

KEY CAPABILITIES

- Demonstrated understanding of the principles of carer peer support and the ability to utilise own experience purposefully for the benefit of others
- Demonstrated ability to engage families, kin and networks through telephone or 1:1 support in an empowering and ethical manner
- Understanding of the mental health system across the age ranges including clinical, and community-based programs
- Knowledge of mental health issues and an understanding of the impact on families, kin and networks
- Knowledge of requirements related to confidentiality and privacy within health services
- Ability to support orientation programs for carers and staff and to contribute to staff training and education (desirable)
- An understanding of the diversity of the cultural and linguistic backgrounds of our community and the impact this has on families, kin and network experiences of mental illness
- Ability to work flexibly, organise workload and manage time effectively
- Excellent interpersonal and communication skills (written and verbal)
- Ability to work closely with a wide variety of families, kin and networks, staff and relevant groups both internally and externally
- Competency in the use of Microsoft software including Word, Excel, Teams, SharePoint

QUALIFICATIONS AND EXPERIENCE

Essential

- Personal lived experience as a member of a family, kinship group or support network of a young person who has experienced significant emotional, behavioural or mental health challenges
- Demonstrated willingness and ability to purposefully use your carer lived experience to support others
- Demonstrated knowledge of, and experience navigating, mental health and related service systems from a family, kin or network perspective

Desirable

- Experience working in a Family Carer Lived Experience, Family Peer Support or related role.
- Certificate IV in Mental Health Peer Work, Intentional Peer Support training, or a related qualification.

Mental Health Workforce Capabilities & Priorities Include Awareness:

1. RIGHTS, RESPONSIBILITIES, SAFETY AND PRIVACY

Lived Experience Workers and Mental health professionals uphold the rights of people affected by mental health problems and mental disorders, and those of their family members and/or carers, maintaining their privacy, dignity and confidentiality and actively promoting their safety.

2. CONSUMER AND CARER PARTICIPATION

Lived Experience Workers and Mental health professionals encourage and support the participation of consumers and carers in determining (or influencing) their individual treatment and care.

3. AWARENESS OF DIVERSITY

Lived Experience Workers and Mental health professionals practise in an appropriate manner through actively responding to the social, cultural, linguistic, and spiritual and gender diversity of consumers and carers, incorporating those differences in their practice.

4. MENTAL HEALTH PROBLEMS AND MENTAL DISORDERS

Mental health professionals are knowledgeable about mental health problems and mental disorders and the co-occurrence of more than one disease or disorder and apply this knowledge in all aspects of their work.

5. PROMOTION AND PREVENTION

Mental health professionals promote the development of environments that optimise mental health and wellbeing among populations, individuals and families in order to prevent mental health problems and mental disorders.

6. EARLY DETECTION AND INTERVENTION

Mental health professionals encourage early detection and intervention.

7. ASSESSMENT, TREATMENT, RELAPSE PREVENTION AND SUPPORT

Mental health professionals provide or ensure that consumers have access to a high standard of evidenced-based assessment, treatment, rehabilitation and support services that prevent relapse and promote recovery.

8. INTEGRATION AND PARTNERSHIP

Mental health professionals promote the integration of components of the mental health service to enable access to appropriate and comprehensive services for consumers, family members and/or carers through mainstream health services.

9. SERVICE PLANNING, DEVELOPMENT AND MANAGEMENT

Mental health professionals develop and acquire skills to enable them to participate in the planning, development, implementation, evaluation and management of mental health services to ensure the delivery of coordinated, continuous and integrated care within the broad range of mainstream health and social services.

10. DOCUMENTATION AND INFORMATION SYSTEMS

Mental health professionals maintain a high standard of documentation and information systems on clinical interventions and service development, implementation and evaluation to ensure data collection meets clinical, monitoring and evaluation needs.

11. EVALUATION AND RESEARCH

Mental health professionals systematically monitor and evaluate their clinical practice, consistent with the National Standards for Mental Health Services and relevant professional standards to ensure the best possible outcomes for consumers, family members and/or carers.

12. ETHICAL PRACTICE AND PROFESSIONAL RESPONSIBILITIES

Mental health professionals adhere to local and professionally prescribed laws, codes of conduct and practice, and take responsibility for their own professional development and continuing education and training.

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

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.

OTHER RELEVANT INFORMATION

- Current Victorian Driver's License
- Current Australian working rights

- Satisfactory completion of a Police Check
- Satisfactory completion of Working with Children Check

This position description will be subject to periodic review.

Position Description authorised by: **Violeta Peterson – Director Carer Lived/Living Experience and Wendy McCulloch – Manager Family/Carer Lived Experience Program, ICYAMHWS and headspace Early Psychosis**

Date: August 2026