

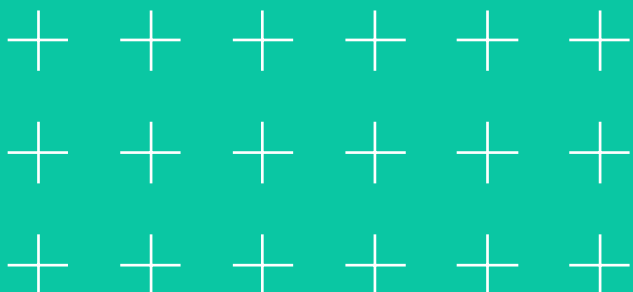


**The Royal  
Melbourne  
Hospital**

# Advancing health for everyone, every day.

**Could this be you?**

**Join the Royal  
Melbourne  
Hospital team**



**Carer Peer Support Coordinator**



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## THE ROYAL MELBOURNE HOSPITAL

The Royal Melbourne Hospital (RMH) began in 1848 as Victoria's first public hospital. And while we only had 10 beds to our name, we had the community of Melbourne behind us, and we were ready to provide the best possible care for those in need.

Since those early years, we've moved forward with purpose. Always at the forefront, leading the way on improving the quality of life for all.

Today the RMH is one of the largest health providers in the state, providing a comprehensive range of specialist medical, surgical, and mental health services; as well as rehabilitation, aged care, outpatient and community programs.

Our reputation for caring for all Melburnians is as essential to who we are as any scientific breakthrough we make. We're here when it matters most, and we'll continue to be the first to speak out for our diverse community's wellbeing.

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## OUR VISION

# Advancing health for everyone, every day.

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## THE MELBOURNE WAY

At the RMH we're inspired by our vision of Advancing health for everyone, every day. While we're each going about our different roles, we're united by a shared understanding of the way we do things around here. We call it the Melbourne Way. We put people first — leading with kindness and working together, we excel as one Royal Melbourne Hospital.

### People First



People are at the heart of everything we do. We take the time to understand how we can make the most positive difference for them.

### Lead with Kindness



Our care and compassion sets us apart. We lead the way with a respectful, inclusive spirit — embracing the things that make us all unique.

### Excellence Together



True excellence is only possible when we work as one Royal Melbourne Hospital community. Through collaboration, we set the highest of standards and achieve our goals.

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## OUR PRIORITIES

The RMH Strategic Plan: Towards 2025. Advancing health for everyone, every day is our plan for the future — one which we are committed to achieving together. This position contributes to the achievement of the five Strategic Goals, articulated in the plan:

1. **Be a great place to work and a great place to receive care**
2. **Grow our Home First approach**
3. **Realise the potential of the Melbourne Biomedical Precinct**
4. **Become a digital health service**
5. **Strive for sustainability**



# Position Description

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<b>Position Title:</b>	Carer Peer Support Coordinator
<b>Service:</b>	Royal Melbourne Hospital Mental Health Services
<b>Location:</b>	Royal Melbourne Hospital /Waratah
<b>Reports To:</b>	Deputy Director Carer Lived Experience Workforce
<b>Enterprise Agreement:</b>	5. Victorian Public Mental Health Services Enterprise Agreement 2020-2024
<b>Classification:</b>	MP36 – MP38
<b>Employment Status:</b>	Ongoing
<b>Immunisation Risk Category:</b>	Category C
<b>Date of Review:</b>	November 2024

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## POSITION SUMMARY

The Carer Peer Support Coordinator role is part of the growing Carer Lived Experience team at RMHMS, which currently includes a Carer Lived Experience Director and Deputy Director, Carer Consultants, Carer LE Educator, Carer Group Coordinator and Carer Peer Support Workers.

The Carer Peer Coordinator role works across Royal Melbourne Hospital Mental Health Services (RMHMS) to build collaboration and inclusion of families, carers, and supporters at all levels of service delivery, development, and training.

The Carer Peer Support Coordinator is the Carer Peer Support Practise Lead, mentoring and providing day to day support to Carer Peer Support Workers (CPSWs), as well as providing high quality direct carer peer support. The Carer PSW Coordinator works closely with the Deputy Director who is operationally responsible for the program.

The role involves recruitment, orientation, training and ongoing carer peer support practise supervision of the workforce and ensures that the program maintains integrity of the carer peer support principles. The Carer Peer Support Coordinator undertakes direct peer support in a variety of service settings as part of the role, they will act as a role model in the delivery of carer peer support as a senior practitioner. The role will also support staff absences through direct service provision when gaps are identified. The Carer Peer Support Coordinator has a key role in supporting the Carer PSW workforce in recording activities associated with Activity Based Funding.



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- This includes supporting CPSWs to understand their unique role, boundaries of the work, task prioritisation, navigating challenging referrals/situations and supporting CPSW wellbeing
  - The Carer Peer Support Coordinator also provides orientation and education to the service about Carer Peer Support – ensuring key staff understand the principles and scope of the work and establishing processes and support structures for the program
  - The Carer Peer Support Coordinator works in collaboration with the Deputy Director, as well as the Carer Consultant/supervisors to provide support to the CPSWs.
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## KEY ACCOUNTABILITIES

- Take reasonable care for your safety and wellbeing and that of others.
- Work in your scope of practice and seek help where required.
- Work in partnership with carers, families and where applicable consumers.
- Work collaboratively with colleagues across all RMH teams.
- Continue to learn through mandatory training and other learning activities.
- Seek feedback on your work including participation in annual performance discussion.
- Speak up for safety, our values and wellbeing.
- Prioritise wellbeing and ensure safe work practices are developed and adhered to in their area.
- Respect that the RMH is a smoke-free environment.
- Excellent communication skills are required for liaison with service managers, clinical staff and other staff involved in the carer peer support workforce.
- The Carer PSW Coordinator participates, as required, in leadership meetings of the service, and provides support as required to Deputy Director.
- Regular updates and reports re CPSW activity/themes is required.
- High-level problem-solving skills are required along with a solid awareness of the different program environments where CPSWS will be working, including adult acute inpatient unit, Eating Disorders unit, Older Persons Program, HOPE/Engage and community setting.
- Ensure carer peer support workers receive regular feedback and participate in annual discussions, by offering these alongside the Carer Deputy Director.
- Contribute to organisation-wide and service/division initiatives and planning activities.
- In collaboration with Carer Le Educator, and Carer Deputy Director, identify appropriate training opportunities for CPSWs as well as support CPSWs to undertake mandatory and other required training.
- Promote the importance of risk management activities are completed, and provide feedback to Carer Deputy Director re any gaps that may be specifically required for CPSWs, in order to ensure that effective controls are in place and incidents are recorded, investigated and corrective actions implemented as far as is reasonably practical.
- Create a psychologically safe work environment where everyone feels safe to speak up. Monitor and achieve relevant KPIs and targets and operate within their allocated budget.
- With Carer Deputy Director, monitor and achieve KPIs targets for CPSWs.



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## KEY RELATIONSHIPS

### Internal

- Director Carer Lived Experience Workforce
- Deputy Director Carer Lived Experience Workforce
- Consumer and Carer Lived Experience staff
- Discipline Leads
- Community Team Manages/ Leaders
- Nurse Unit Managers
- Key Clinicians
- Evaluation and Service Improvement Coordinator
- Health Information Manager
- Administration staff

### External

- TANDEM
- Carer Lived Experience Workforce (CLEW)
- Local community services and supports

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## KEY SELECTION CRITERIA

- Significant personal lived experience as a carer/supporting someone who has accessed adult public mental health services. For example, supporting someone who has accessed an Area Mental Health Service and/or adult psychiatric inpatient unit
- Experience as a carer peer support worker particularly within the public mental health setting.
- Well-developed understanding of different experiences and issues faced by carers, families, and consumers who have accessed public mental health services and the ability to provide a broad carer perspective in a variety of service settings
- Commitment to participating and working collaboratively as a member of the Carer Lived Experience team as well as working collaboratively with other multidisciplinary teams
- Ability to lead the Carer Peer Support program by promoting the Single session peer work model and carer peer support principles
- Ability to work with and advocate for the needs of carers, families, and supporters of the service from all backgrounds, genders, sexualities, cultures, and abilities
- Excellent communication and consultation skills including the ability to liaise with a broad range of stakeholders
- Well-developed writing skills and an ability to promptly prepare a variety of documentation and reports
- Ability to work independently including highly developed organisation and time management skills
- Ability to provide supervision and support to the carer peer support workers.
- Experience providing a carer perspective in various activities including as an active participant of committees and working groups, and in working with a range of stakeholders
- Highly developed personal organisation and time management skills
- High levels of personal resilience and the ability to manage workforce challenges



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## Formal Qualifications

No formal requirements are necessary however completion of relevant carer lived experience training is desirable. Also any prior educational qualifications from another discipline is recognised as per current EBA, but not necessary.

- Single session peer work training

## Essential:

- Commitment to live the Melbourne Way - putting people first, leading with kindness and achieving excellence together.
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- Three

## Desirable:

- Extensive experience as a carer peer support worker particularly within the public, clinical mental health setting
- Extensive Experience in supporting and or mentoring a team
- An understanding of the mental health service system and relevant community and carer services
- An understanding of the Victorian Mental Health Act (2014) and other relevant legislation and government frameworks related to working with carers and families in mental health services

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## KEY PERFORMANCE INDICATORS

Your performance will be measured through your successful:

- Demonstration of RMH values
- Achievement of portfolio specific KPI targets
- Participation in and satisfactory feedback through the annual performance review process
- Ability to maintain a safe working environment and ensure compliance with legislative requirements

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## AT THE RMH WE:

- Aim to provide a working environment that is safe and without risk to the health, safety and wellbeing of all employees, patients and consumers, and visitors.
- Speak up for patient, consumer, colleague and visitor safety, escalating issues if required.
- Deliver Safe, Timely, Effective, Person-centred Care (STEP) in line with our clinical governance framework.
- Are an equal opportunity employer, committed to providing a work environment free of harassment and discrimination. We promote diversity and inclusion in the workplace.
- Work in accordance with relevant policies, procedures, standards and legislation including those related to clinical or competency requirements, risk management, discrimination, equal opportunity and health safety and wellbeing.



**ACCEPTANCE**

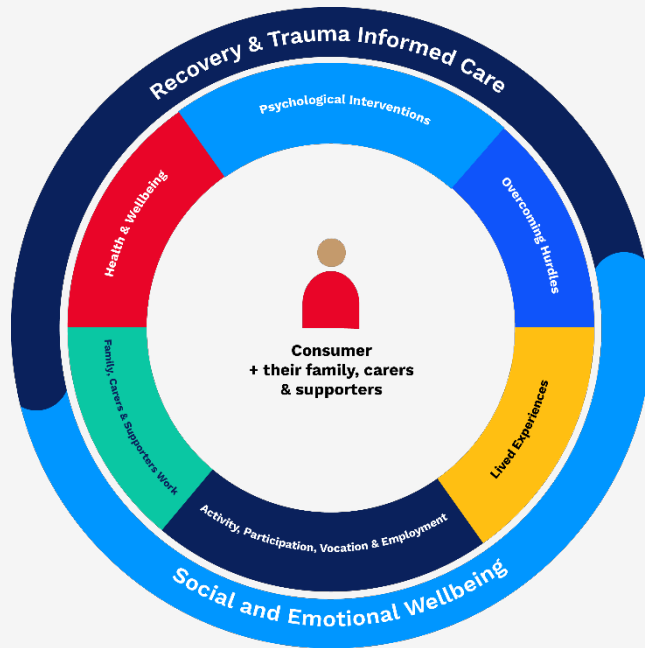
I acknowledge and accept that this position description represents the duties, responsibilities and accountabilities that are expected of me in my employment in the position. I understand that the RMH reserves the right to modify position descriptions as required, however I will be consulted when this occurs.

Employee Signature

Employee Name (please print)

/ /

Date







## Community Core and Specific Evidence-Based Practice

Psychological Interventions	Family, Carers and Supporters Work	Health & Wellbeing	Activity, Participation & Employment	Lived Experiences	Overcoming Hurdles
Early Warning Signs & RWP discussion	Initial Conversation with Family/Carer	Physical health screening	Initial Conversation about activity, participation and vocation	Initial Conversation about consumer peer support	LSI-R:SV
CBT Fundamentals	Family/Carer Fundamentals	Physical health conversations	APQ6	Initial Conversation about family, carer and supporters peer support	SUBA
▼	Family Violence Screen	Physical health assessment	Driving Screen	▼	AOD Harm Minimisation
CBT for Psychosis	▼	Metabolic monitoring	Sensory Approaches	PeerZone	AOD Relapse Prevention
Acceptance & Commitment Therapy (ACT)	Single Session Family Consultation	Medication safety, education & advocacy	▼	Consumer led inpatient groups	Specialist Supportive Clinical Management for Eating Disorders
Therapies for Borderline Personality Disorder	Multiple Family Group	▼	Activity Engagement	Consumer Peer Support-led Community Groups	Forensic Risk Management Planning
CBT for co-morbid Anxiety & Depression	Family Therapy	Equally Well Physical Health Program	Therapeutic Activity Groups	Individual Consumer Peer Support	Forensic Risk Reduction Treatment
Be Well Live Well - Early Warning Signs Relapse Prevention Program	FaPMI Programs	Medication Alliance	Vocation and Employment Support	Family Peer Support-led Groups	AOD Motivational interviewing
	Family Violence Assessment (MARAM)	QUIT Program	Sensory Assessment & Interventions	Individual Family, Carer & Supporters Peer Support	Refer to Detox
			Driving Assessment		Autism Consultation and Evaluation Services (ACES)