

## POSITION DESCRIPTION – Bayside Health

<b>DATE REVISED:</b>	02 February 2026
<b>POSITION:</b>	Senior Youth Peer Support Worker
<b>AWARD/AGREEMENT:</b>	Victorian Mental Health Services Enterprise Agreement 2021-2024
<b>CLASSIFICATION TITLE:</b>	Lived Experience Worker Level 3
<b>DEPARTMENT/UNIT:</b>	Alfred Mental & Addiction Health (AMAH) - Alfred Infant, Child & Youth Area Mental Health and Wellbeing Service (ICYAMHWS)
<b>CARE GROUP:</b>	Alfred Care Group
<b>ACCOUNTABLE TO:</b>	Manager ICYAMHWS through the Manager, Youth Program (ICYAMHWS & headspace Early Psychosis
<b>WORKS IN COLLABORATION WITH</b>	Multidisciplinary Team
<b>NUMBER OF DIRECT REPORTS:</b>	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 AREA MENTAL HEALTH & WELLBEING SERVICE (ICYAMHWS)

Alfred ICYAMHWS is one component of the Department of Mental & Addiction Health at Alfred Health. We are a community-based service providing comprehensive assessment, treatment and case management to infants, children, adolescents and young people up to the age of 25 years of age 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. Alfred ICYAMHWS 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 and families through all phases of service planning, implementation and evaluation.

## POSITION SUMMARY

*This position is permanent, part-time and is based within Alfred ICYAMHWS in Moorabbin.*

The Senior Youth Peer Support Worker works across multiple teams and provides outreach support.

This exciting role has been developed specifically for young people who have lived experience of mental health challenges. Through sharing wisdom from their own experiences, Youth Peer Support Workers will model hope and create spaces for connection in supporting the recovery of young people accessing ICYAMHWS.

As an integral and highly valued member of the multi-disciplinary team, the Senior Youth Peer Support Worker will provide peer support to young people, support them in their own unique recovery process, hold space for and empower their voice within the recovery journey. The Senior Youth Peer Support Worker can offer a unique perspective on recovery that requires a different approach than mainstream clinical mental health service delivery.

As well as providing one-on-one support for young people, the Senior Youth Peer Support worker will act as a recovery champions within the teams and is expected to contribute to the ongoing integration of strong processes that support consumer perspective recovery by outlining their specific functions, importance and benefits across the multidisciplinary teams. The Senior Youth Peer Support Worker will also support recruitment, and mentoring of, Youth Peer Support Workers, orientation and the development of resources to support peer work practices in the community setting.

Discipline support and supervision will be provided along with Youth Program Group Supervision. Operationally, the Senior Youth Peer Support Worker reports to the Manager, Youth Program.

***This position currently operates within office hours. In the near future, ICYAMHWS will be expanded to operate after hours and weekends. When this service expansion occurs, this position will be expected to work rostered shifts across weekdays, afterhours and weekends.***

## KEY DUTIES AND RESPONSIBILITIES

- Provide one on one peer support with young people, group youth peer work or secondary consults within ICYAMHWS (onsite and outreach) and work with your personal lived experience to model hope and share skills and knowledge. This includes the timely documentation of case notes in everyday, non-clinical language.
- Engage young people accessing ICYAMHWS and develop trusting and professional peer relationships whilst maintaining professional boundaries.
- Supervise, mentor and support as needed, youth peer support workers within the team.
- Raise the profile and inclusion of the lived experience perspective and values within all aspects of ICYAMHWS
- Provide consultation to staff across ICYAMHWS regarding the peer experience, practice principle and approaches.
- Support the design and development of programs that support the continuing integration of lived experience at ICYAMHWS.
- Work with a broad range of diverse children and young people who identify as LGBTIQ+, gender diverse, Aboriginal and Torres Strait Islander, neurodiverse, people with disabilities, from various religious and spiritual backgrounds, from CALD and refugee backgrounds.
- Support young people to be aware of their rights and responsibilities within the health service
- Understand and abide by ethical principles, confidentiality and duty of care.
- Work closely with service leaders, clinicians and family peer support workers to promote a team approach to care that is sensitive and responsive to the needs and views of young people and where the service is easily understood by young people.
- Facilitate groups and education as required.
- To contribute to education, training, and professional development opportunities as required.

- Utilise the supervision and continuous professional development opportunities available to ensure personal/professional self-care, stay up to date with current lived experience practice and knowledge, and that a quality service is provided.
- To comply with and contribute to the further development of information and reports on the activity and outcomes of the youth peers within ICYAMHWS.
- Participate in an annual personal development plan with team manager.
- To represent ICYAMHWS externally and amplify the voice of young people with lived experience of mental illness more broadly in the community.

## **QUALIFICATIONS/EXPERIENCE REQUIRED**

### ***Essential***

- Lived experience of your own mental health challenges and experience of accessing supports (public or private) as a young person.
- 2-3 years' experience (minimum) working in peer work or lived experience roles
- Recognition and a rich understanding of your own personal recovery process and ability to use this appropriately to support others and inspire hope and belief in recovery.
- Knowledge and experience of the mental health system.
- Demonstrated experience of developing and facilitating group activities

### ***Desirable***

- Formal qualifications are not mandatory for this role but may be helpful - Intentional Peer Support Core Training, Certificate IV in Mental Health Peer Work or Certificate IV in Mental Health or other relevant qualification.

## **KEY CAPABILITIES**

### **Essential:**

- A willingness to purposefully work with your own lived experience to help others further their own understanding of recovery
- Be able to articulate the guiding principles, values and ethics of peer support work
- Ability to work with people from a strength's perspective, listen with empathy and support people to discover their own solutions and choices.
- Demonstrated effective negotiation, time management and written and verbal communication skills within a team environment.
- Knowledge of and commitment to consumer led recovery
- Ability to balance both service and consumer needs
- Ability to use Microsoft applications in an office setting
- Current Victorian drivers licence and current police check

### **Highly regarded:**

- Ability to think creatively and outside the box when delivering activities.

- Demonstrated understanding of the role of supervision, reflective practices, ongoing personal/professional development and other mechanisms that sustain motivation and enthusiasm among young people and for oneself.
- Demonstrated knowledge of and ability to plan, implement and reflect on your peer led activities.

## **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

# Bayside Health

---

- 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: Prunella Howell-Jay, Acting Director, Lived and Living Experience (Consumer)**

**Date: February 2026**