

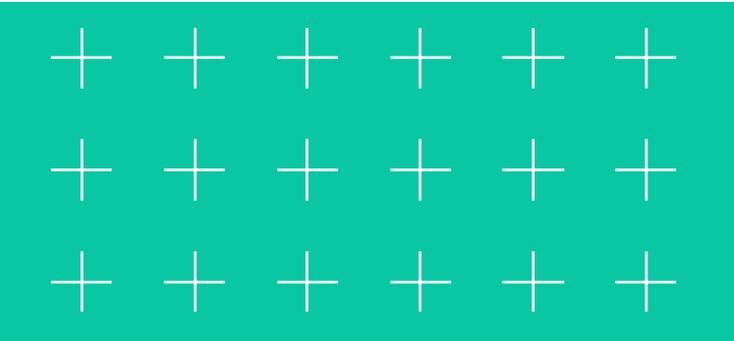
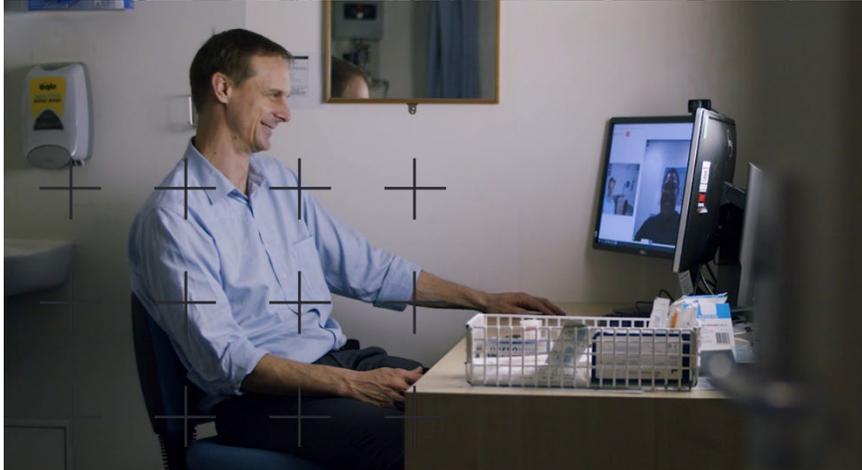


**The Royal
Melbourne
Hospital**

Advancing health for everyone, every day.

Could this be you?

**Join the Royal
Melbourne
Hospital team**



Position Description

**Carer Peer Support Worker -
Neuropsychiatry**



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.

OUR VISION

Advancing health for everyone, every day.

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.

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

Position Title:	Carer Peer Support Worker - Neuropsychiatry
Service:	Royal Melbourne Hospital Mental Health Services
Location:	The RMH Parkville
Reports To:	Deputy Director
Enterprise Agreement:	Choose an item Victorian Public Mental Health Services Enterprise Agreement 2020-2024
Classification:	MP35
Employment Status:	Part-Time
Immunisation Risk Category:	Category C
Date of Review:	March 2026

POSITION SUMMARY

The purpose of the Carer Peer Support Worker (CPSW) role is to provide carer peer support to Carers and family members of an individual who is currently accessing the Royal Melbourne Hospital Mental Health Services, specifically within the inpatient Neuropsychiatry unit.

For the purpose of this document, 'carer' refers to anyone who provides care/support to another person with whom they are in a personal caring relationship with (including people under 18 years and over 65 years). This can include family members, chosen family, partners or friends.

Carer Lived Experience work is underpinned by a number of principles including respect, accountability, advocacy, collaboration, connection, mutuality, compassion, diversity, flexibility and curiosity.

Carer Peer Support (CPS) aims to provide a meaningful, empathetic and mutual connection that is supportive, safe and accessible, and nurtured by wisdom gained through sharing experiences.

The broad objective of the CPS role is to provide carers with a variety of support including emotional support and help to identifying their information and support needs. This can be done through one to one peer support with any carer within the service through face to face, telephone or video call meetings.

The role is informed by the worker's own 'lived experience' of caring for someone with mental ill-health who has accessed public mental health services and is governed by carer peer support principles. The CPSW will work closely with other lived experience workers and the clinical staff from the Neuropsychiatry Inpatient Unit.

The Carer Support worker role is part of and supported by the Carer Lived Experience team which aims to support the recognition, inclusion, participation and needs of carers, families, and supporters of the service. The team does this at an individual level through Carer Peer support, advocacy, and carer groups, and on a broader systemic level in ensuring the carer lived experience perspective is included at all levels of service development, delivery, and staff training.



The Neuropsychiatry carer peer support role

Carers and families of Neuropsychiatry inpatients often face complex and distressing situations as they try to understand sudden or progressive changes in the person they are caring for. This includes changes in cognition, behaviour, and personality. These changes can profoundly affect carer and family relationships and leave carers and families feeling overwhelmed, isolated, fearful, and unsure of how to navigate the mental health and other systems and supports they may need.

Many Neuropsychiatry carers and families experience deep grief and adjustment as the person they care for changes due to illness – sometimes described as ambiguous loss, where the person is physically present but significantly changed by their condition

The Neuropsychiatry Carer Peer Support worker plays a vital role in supporting carers and families during this time. Through lived experience, the role provides understanding, validation and practical support to help carers and families feel less alone, better informed, and more able to engage in the care and support process.

By including and strengthening carer and family support within the unit, and across the service, the role contributes to more carer inclusive practice and helps improve the experience of carers, families and consumers during what is often an extremely challenging time.

The Carer Lived Experience team currently includes Director and Deputy Director, Carer Consultants, Carer Le Educator, Carer Group Coordinator and Carer Peer Support Workers, each with a personal experience of supporting someone with who has accessed adult public mental health services.

This role will be working in close collaboration with the Carer Lived Experience team as well as staff in Neuropsychiatry.

Neuropsychiatry at the Royal Melbourne

As a state-wide, specialist mental health service, we have been offering neuropsychiatric assessment and advice to psychiatric, neurological and other medical and mental health services for over 50 years.

We employ a multidisciplinary approach, with our team having a high level of expertise and knowledge across the disciplines of neuropsychiatry, neuropsychology, neurology, occupational therapy, speech pathology, social work and specialist mental health and general nursing; working in partnership to provide patients and their families with the comprehensive assessment and management advice they deserve.

Today, Neuropsychiatry is recognised as a premier specialist service both nationally and internationally, not only providing outstanding care and treatment, but improving the outcomes for all through a comprehensive research program, and the training of our future workforce.



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 consumers, patients and where applicable carers and families.
- 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.

KEY ACCOUNTABILITIES POSITION SPECIFIC

The position requires a clear and readily articulated understanding of the carer lived experience perspective.

The role of the CPSW is to utilise the principles of peer support and other underpinning frameworks in order to:

- Assist carers to identify their support needs and focus on their own well-being.
- Provide support and information to family/carers in an accessible and timely manner, dealing with challenging situations, rights, responsibilities and supporting recovery.
- Share skills and learnings as appropriate, in a way that brings hope, supports and empowers carers to move forward in their lives.
- Facilitate linkages both within the services and in the wider community to appropriate supports and services.
- Assist carers and other support people to engage in problem solving and gain confidence in self-advocacy.
- Support carers to access credible information /linkages so that they can support the person they are supporting to make well informed decisions in relation their treatment and recovery.
- Contribute to the maintenance of information about the community services and resources relevant to carers.
- Work collaboratively with all staff
- Demonstrate sensitivity to diversity issues (cultural, gender, age, sexuality, etc.)
- Organising and managing the flow of carer peer support work.
- Preparedness to work flexible hours, including weekend and outside business hours.
- Preparedness to work across multiple work sites



KEY RELATIONSHIPS

Internal

- Director / Deputy Director of Carer Lived Experience
- Carer Lived Experience Educator
- Carer Consultants
- Team Leader and Manager
- Carer Group Coordinator
- Carer Lived Experience Peer Workers
- Multidisciplinary Team
- Administration staff
- Consumers and family / carers

External

- Local community supports.
 - Carer peak body - Tandem (representing Victorian Mental Health Carers)
 - Carers Victoria
 - Carer Lived Experience Workforce (CLEW)
-



KEY SELECTION CRITERIA

Essential

A CPSW provides direct carer services to carers/family drawing on their own 'lived experience' of caring for someone with a neuropsychiatric diagnosis.

Have significant personal lived experience as a carer (2 years or more) of someone who has accessed public mental health services. For example, has supported a person with a relevant diagnosis such as Huntington's disease, Parkinson's disease or dementia including younger onset dementia.

Lived Experience

- Demonstrated lived experience as a carer supporting a consumer with significant mental health, neurological or cognitive challenges, and the ability to use this experience safely and purposely to support carers and families. Caring for a person with mental illness through periods of crisis.
- The role provides specialised carer peer support to carers and families of neuropsychiatric inpatients, recognising the unique challenges associated with cognitive and behavioural changes, complex diagnosis and the emotional impact these changes have on carers and families.

Understanding of Complex Neuropsychiatric Caring Issues

- Demonstrated understanding of the challenges faced by carers and families supporting a consumer experiencing neuropsychiatric conditions, including cognitive changes, behavioural changes, personality changes and diagnostic uncertainty.

Ability and resilience to Provide Carer Peer Support in High-Distress Situations

- Effective self-care and stress management skills

Understanding of Ambiguous Loss and Carer Grief

- Insight into the experience of ambiguous loss, where carers and families may feel they have 'lost' aspects of the person they care for due to cognitive or personality changes while the person is still physically present. Diagnosis of Dementia, Huntington's, Parkinson's etc. Ability to support carers and families experiencing this form of adjustment.
- Ability to support carers and families to understand their rights when using the service, support them to feel heard and empower them to be assertive about their consumers care and their own needs.
- Facilitate connection to clinical team when needed

Understanding of Carer Impact

- Insight into the emotional, practical, and social impact of caring, including carer isolation, changes in family roles and relationships and the challenges associated with cognitive decline or behavioural changes in a consumer.

Ability to Work with Multidisciplinary Clinical Teams

- Demonstrated ability to work collaboratively with Multidisciplinary clinical teams while maintaining the integrity of the carer peer support role and discipline.

Communication and Relationship Building

- Strong interpersonal and communication skills, with the ability to build trust with carers and families from diverse backgrounds. Ability to provide support in a non-judgmental way.
- Ability to build positive and collaborative relationships and engagement with clinical staff and teams.
- An ability to work independently in an organised manner and have strong commitment to teamwork.



Contribute to Carer Inclusive Practice

- Promote understanding within the Neuropsychiatry unit, and the broader service, of the needs and experiences of carers and families supporting people with neuropsychiatric conditions and overall mental ill health
- Contribute to initiatives that strengthen carer engagement and support within the Neuropsychiatry unit and broader service.

Maintain Carer Peer Discipline

- Participate in supervision, reflective practice, and ongoing professional development as part of the Carer Lived Experience discipline and workforce.
- Maintain appropriate carer peer role boundaries within the Neuropsychiatry inpatient unit.

Desirable:

- Single Session Family Carer Peer Training
- Experience in a carer peer support or other carer lived experience role.
- An understanding of mental health carer lived experience perspectives and peer support principles.
- Well-developed communication and interpersonal skills, including the ability to consult, liaise and work collaboratively with carers, consumers, and multi-disciplinary teams.
- An understanding of Victorian mental health service systems if delivery and issues, including clinical and community systems (e.g., MHCSS).
- Computer literacy and proficiency in a wide range of software.
- Problem solving and conflict resolution skills.
- Aboriginal and Torres Strait Islanders are highly encouraged to apply Experience in working with ACCHO and Aboriginal Communities and Families
- Commitment to live the Melbourne Way - putting people first, leading with kindness and achieving excellence together.

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
 - Completion of mandatory training activities including training related to the National Standards
-



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, Equitable, Person-centred Care (STEP) in line with our clinical governance framework.
- 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.

OUR COMMITMENT:

- **Equity, Inclusion, Belonging and Safety**
 - As a leader in healthcare, we recognise the need to foster a culture of equity, inclusion, and belonging — safe spaces where every individual is empowered to be their authentic self, contributing meaningfully to the collective well-being of our community.
- **First Nations Commitment**
 - We acknowledge and pay our respects to the Traditional Owners of the lands on which we work and stand in solidarity with Aboriginal and Torres Strait Islander peoples. We are committed to creating a culturally safe environment that honours First Nations voices, knowledge, and self-determination through inclusive governance, respectful policies, and a steadfast commitment to anti-racism. The Royal Melbourne aspires to lead by example in addressing the injustices of colonisation and its ongoing impacts.
- **Child Safe Standards**
 - RMH is a child safe organisation. We are dedicated to fostering an environment that respects and upholds the rights of children and young people, in line with the Child Safe Standards. We actively embed these standards in our culture, policies, and practices, ensuring that the safety and wellbeing of children and young people is a central priority.
- **Equal Opportunity and Accessibility**
 - We are proud to be an equal opportunity employer that champions diversity in all its forms. We value the strengths and perspectives that come from people of all backgrounds, identities, abilities, and lived experiences. We encourage applicants from all communities, and we will provide reasonable adjustments to support equitable participation.
- **Thriving Together**
 - Together, we are committed to fostering an environment where everyone feels respected, safe, and empowered to thrive.

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
