

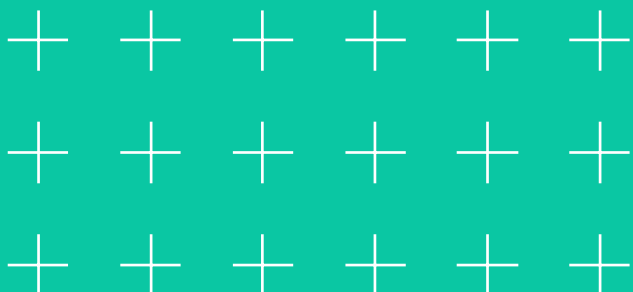


**The Royal  
Melbourne  
Hospital**

# Advancing health for everyone, every day.

**Could this be you?**

**Join the Royal  
Melbourne  
Hospital team**



**Position Description**

**Consumer Peer Support Worker -  
Safe Haven**



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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





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## KEY ACCOUNTABILITIES

- Ability to work within the guiding principles of the Intentional Peer Support model.
- Work toward raising the profile and inclusion of the lived experience perspective within the service.
- Support and guide guests of Safe Haven to gain more confidence in self-advocacy.
- Support people using Safe Haven to identify their support needs and focus on their personal goals.
- Refer people using Safe Haven to other community programs, groups and support networks, internal and external.
- Participate in group programs
- Provide support and information about rights, responsibilities, and recovery opportunities.
- Adhere to all RMH-MHS policies especially with respect to privacy, documentation, data requirements, OH&S.
- Comply with professional standards, ethics, boundary requirements which apply to all mental health service staff.
- Able to work across multiple work sites.
- Participate in regular individual and group supervision and support activities.
- Complete all mandatory training requirements
- Develop an Annual Discussion Plan with your line manager.

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## KEY RELATIONSHIPS

### Internal

- Director & Deputy Director of Consumer Lived Experience
- Team Leader Safe Haven / Team Leader LEW
- Lived Experience staff and Safe Haven staff
- Emergency Mental Health and ED Staff
- Community Program Managers and Teams
- Community Discipline Seniors

### External

- Victorian Mental Illness Awareness Council (VMIAC)
- Independent Mental Health Advocacy (IMHA)
- External Community Mental Health Services providers

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## KEY SELECTION CRITERIA

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### Essential:

- A personal lived experience as a consumer of mental health services
- Successfully undergo a Police Records and Working with Children's Check for pre-employment screening.

### Desirable:

- Aboriginal and Torres Strait Islanders are highly encouraged to apply



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- Experience in working with ACCHO and Aboriginal Communities and Families
  - Certificate IV Mental Health
  - Completed Intentional Peer Support core training
  - Experience of developing and facilitating group activities will be highly regarded

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### KEY PERFORMANCE INDICATORS

Your performance will be measured through your successful:

- Demonstration of RMH values
- 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, 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.

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#### 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.

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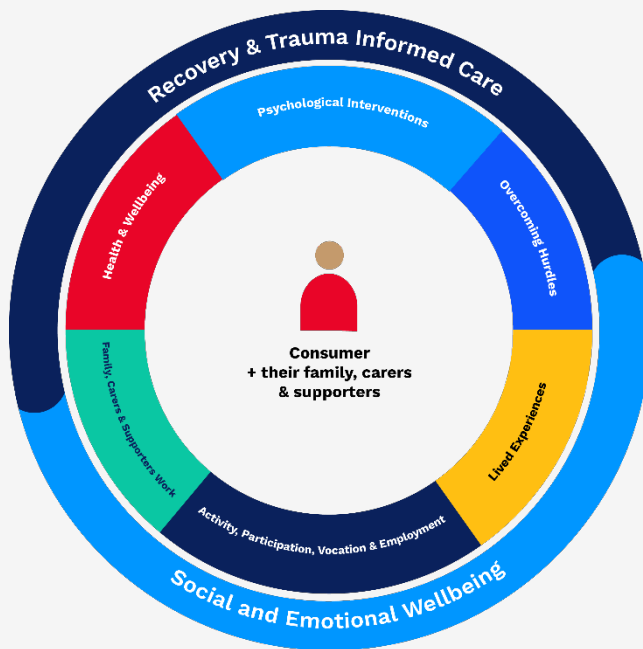
Employee Signature

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Employee Name (please print)

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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
		Metabolic monitoring	Sensory Approaches		AOD Relapse Prevention
CBT for Psychosis		Medication safety, education & advocacy		PeerZone	Specialist Supportive Clinical Management for Eating Disorders
Acceptance & Commitment Therapy (ACT)	Single Session Family Consultation		Activity Engagement	Consumer led inpatient groups	Forensic Risk Management Planning
Therapies for Borderline Personality Disorder	Multiple Family Group	Equally Well Physical Health Program	Therapeutic Activity Groups	Consumer Peer Support-led Community Groups	Forensic Risk Reduction Treatment
CBT for co-morbid Anxiety & Depression	Family Therapy	Medication Alliance	Vocation and Employment Support	Individual Consumer Peer Support	AOD Motivational interviewing
Be Well Live Well - Early Warning Signs Relapse Prevention Program	FaPMI Programs	QUIT Program	Sensory Assessment & Interventions	Family Peer Support-led Groups	Refer to Detox
	Family Violence Assessment (MARAM)		Driving Assessment	Individual Family, Carer & Supporters Peer Support	Autism Consultation and Evaluation Services (ACES)