

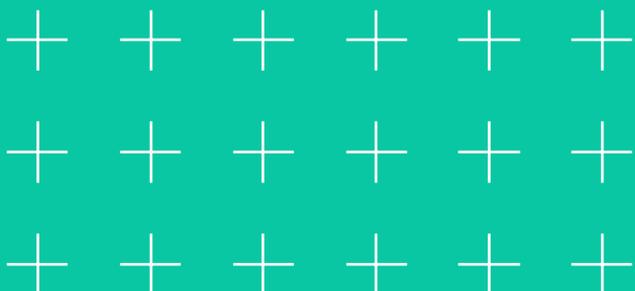


**The Royal  
Melbourne  
Hospital**

# Advancing health for everyone, every day.

**Could this be you?**

**Join the Royal  
Melbourne  
Hospital team**



**Position Description**

**Consumer Peer Support Team Leader**



## 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





## KEY ACCOUNTABILITIES

- Ability to work within the guiding principles of the Intentional Peer Support model.
  - Work toward raising the profile and inclusion of the Consumer lived experience perspective within the service.
  - Orientation of new peer workers to the organisation, and to their role and area.
  - Management of referrals from clinical staff across the service.
  - Participate in recruitment processes as needed.
  - Supervise PSW's in relation to complex or potentially high-risk situations and escalate as needed to the manager and/or clinical team.
  - Contribute to team and service development
  - Provide leadership, support, and consultation to PSW's who are involved in the support of consumers in distress.
  - Support and help to build a positive culture within the team.
  - Provide direct peer support delivery to consumers in areas delegated by the manager, or when there are absences.
  - 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.
  - Responsible for the Consumer LE Group Coordinator portfolio, working closely with Community Team Group Coordinators in developing and implementing an effective group program
- Identify opportunities for improvement activities and keep a register of events.

## KEY RELATIONSHIPS

### Internal

- Director & Deputy Director Consumer LE
- Director & Deputy Director Carer LE
- Consumer & Carer LE Workforce Manager
- Consumer & Carer LE Team Leader
- Inpatient unit NUM's and Team Leaders
- RMH-MHS and Community Program Managers

### External

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



## KEY SELECTION CRITERIA

### Essential:

- A personal lived experience as a consumer of mental health and or AOD services
- At least 2 years' experience as a consumer LE peer support worker including in public mental health services
- Experience supervising others in a workplace or similar role.
- Ability to provide supervision and support to the Consumer Peer Support workforce.
- Completed training and competent to work from the framework of Intentional Peer Support
- Ability to deliver orientation and lived experience training to PSW and clinical staff.
- Ability to think creatively and encourage lateral thinking by others about alternative ways of providing services in line with consumers' felt and expressed needs
- Highly developed personal organisation and time management skills

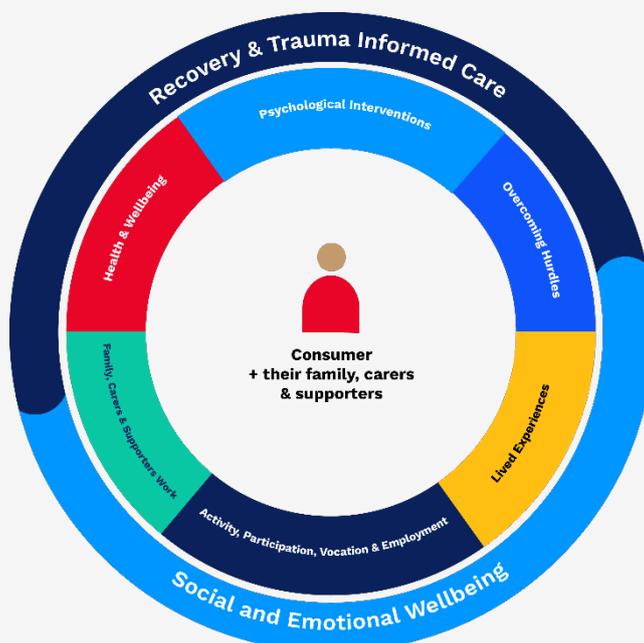
### Desirable:

- Aboriginal and Torres Strait Islanders are highly encouraged to apply
- Experience in working with ACCHO and Aboriginal Communities and Families
- Certificate 4 Mental Health or Peer Support Work

## 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.





## 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)



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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