

Position Description

Position title	Carer Lived Experience Discipline Senior
Department / Division	Mental Health/ Medicine.
Classification	Level 4, Year 1 – Level 4, Year 4 (MP40-MP43)
Position reports to	Operational: Operations Manager, Mental Health
No. of direct & indirect reports	Direct: 0 Indirect: 8
Location	The Royal Children's Hospital, Travancore Campus. 50 Flemington Street, Travancore VIC.
Risk category	Category B - works in a patient facing setting but rarely or unlikely to have contact with blood or body fluids (or aerosols without PPE)

The Royal Children's Hospital

The Royal Children's Hospital's (RCH) vision is A world where all kids thrive.

RCH is located within the Melbourne Biomedical Precinct, with more than 45 world-class biomedical organisations and more than 50,000 of the brightest minds working together to make the Precinct number one in the Asia Pacific region for health, education, research, and training. Within this, RCH is also a cornerstone member of the Melbourne Children's Campus, partnering with Murdoch Children's Research Institute, The University of Melbourne Department of Paediatrics and The Royal Children's Hospital Foundation. Each organisation contributes to a paediatric academic health centre which is greater than the sum of its parts.

RCH has cared for the children and young people of Victoria for more than 150 years since it was founded in 1870. A full range of paediatric and adolescent health services are provided plus tertiary and quaternary care for the most critically ill and medically complex patients in Victoria. Tasmania, southern NSW and other states around Australia and overseas. The RCH is the only provider of heart transplant services and CAR T-cell therapy for paediatrics in Australia. RCH is an effective advocate for patients and their families with a particular focus on vulnerable children and increasingly, mental health in young people. The hospital also supports many health promotion and prevention programs. The Hospital has more than 6,000 staff, a budget of \$850M, 12 wards and 350 beds. Annually, the RCH has 300,000+ Specialist Clinic appointments, 90,000+ Emergency Department presentations and 20,000 elective surgeries.

We work collaboratively with hospitals to deliver the right care, in the right place, at the right time. The RCH is committed to the Child Safe Standards <https://www.rch.org.au/quality/child-safety/>.

RCH enjoys high employee engagement and is committed to staff safety and a positive culture through enactment of our Compact.

Further information on RCH is available at www.rch.org.au

ROLE CONTEXT

The RCH Mental Health Department has a Carer Lived Experience Workforce (CLEW), which comprises Family Carer Peer Support Workers ("Peer Support Workers") embedded within several of its' treatment teams: the Banksia inpatient unit, the Hospital Outreach Post-Suicidal Engagement (HOPE) Program and three multidisciplinary community teams currently based in Travancore, St Albans and Wyndham. In addition, the CLEW also includes a Carer Consultant who works across the Mental Health Department.

ROLE PURPOSE

The Carer Lived Experience Discipline Senior will lead, support and develop the current CLEW within the Royal Children's Hospital, Mental Health Department. This position will report to the Mental Health Operations Manager and will play an important leadership role for this workforce and within the Mental Health Department itself, ensuring continuous quality improvement, maintaining practice standards and contributing to training and development across the service.

KEY ACCOUNTABILITIES

Advocacy and promotion:

- Provide advocacy for the CLEW within the Mental Health Department and externally, including attendance at the Discipline Senior meetings and other relevant stakeholder meetings
- Promote Family Carer Peer Support work, including the provision of education and supporting the Mental Health Department in working with the CLEW
- Promote relational practice and parent/carer participation in their service journey within the Mental Health Department
- Maintain a good working knowledge of standards and legislation relevant to the role

Support and supervision:

- Provide regular supervision to the CLEW
- Provide defusing for members of the CLEW as required
- Support and mentor the CLEW in their day-to-day work and tasks as required or as requested
- Provide regular opportunities for the CLEW to participate in co-reflection.
- Actively participate and promote CLEW involvement in excellent service delivery and teamwork.
- Actively participate in operational supervision and discipline-specific supervision

Training:

- Assist with lived experience discipline orientation, ongoing training and professional development of the CLEW
- Assist with the development and delivery of training to the RCH Mental Health staff on carer experience and family inclusive practice in collaboration with the CLEW

Continuous Improvement:

- Identify areas for continuous improvement within the area of Lived Experience, and initiates, plans and evaluates relevant service improvement activities
- Work with the Carer Consultant to ensure that service initiatives and best practice are integrated into professional clinical practices, departmental guidelines and service protocols as appropriate

Coordination:

- Contribute to position development, recruitment and retention of the CLEW within the Mental Health Department.
- Lead, in collaboration with management, the development, implementation and maintenance of processes for the integration of the CLEW in the Mental Health Department.
- Coordinate internal CLEW meetings and involvement in external CLEW meetings and activities.
- Coordinate CLEW projects (e.g. centralisation of CLEW resources, CLEW orientation to the Department etc.)

Connection and communication:

- Build and maintain strong relationships with external and internal stakeholders, including timely and clear communication.
- Work collaboratively with and supporting the work of the Consumer and Carer Consultants

QUALIFICATIONS AND EXPERIENCE

Essential:

- Extensive experience working as a Lived Experience Worker.
- Relevant job qualifications or the willingness to complete such training (i.e., Intentional Peer Support, Certificate IV in Mental Health Peer Work)
- Completion of carer supervision training (or willingness to complete such training)

Desirable:

- Experience working in a Carer Lived Experience leadership position and in an infant, child or youth mental health service.
- Previous experience in direct supervision of members of a CLEW
- Demonstrated experience of working with families with complex needs

KEY SELECTION CRITERIA

- Personal lived experience of caring for an infant, child or young person with mental health challenges.
- Significant experience in family/carers peer support work, preferably in an infant, child and or youth mental health service.
- Effective use of lived experience expertise to support the work of a multi-disciplinary team and advocate for the carer lived experience workforce.
- Demonstrated ability to lead, build and maintain key working relationships across organisations.
- Demonstrated ability to work with initiative, autonomy and lead others in the pursuit of agreed goals.
- Excellent organisational and planning skills.
- Excellent verbal and written communication and interpersonal skills, with the ability to interact with a variety of stakeholders.
- Provision of highly developed verbal, written and interpersonal communication skills with attention to detail
- Model a high standard of professional and interpersonal skills, attitudes and behaviours.
- Knowledge of the Mental Health Family Carer Lived Experience Workforce Discipline Framework
- Demonstrated knowledge of Victoria's Mental Health system, relevant legislation and the recommendations of the Royal Commission into Victoria's Mental Health System

OTHER REQUIREMENTS

- Employees are required to undertake a National Criminal Record Check and a Working with Children Check prior to commencing employment
- Employees are required to maintain a valid Working with Children Check throughout their employment
- A current, full driver's licence for the State of Victoria which is appropriate for the type of vehicle being driven, and comply with any restrictions on their licence (e.g. wearing glasses) while undertaking hospital duties (If applicable)
- Employees are required to maintain compliance with RCHs "Staff Immunisation - Prevention of Vaccine Preventable Diseases" procedure.

IMPORTANT INFORMATION

All employees are required to adhere to the Royal Children's Hospital Values:

- Curious - We are creative, playful and collaborative
- Courageous - We pursue our goals with determination, ambition and confidence
- Inclusive - We embrace diversity, communicate well, build connections and celebrate our successes together •
- Kind - We are generous, warm and understanding

RCH COMPACT

All new and existing employees commit to the RCH Compact to contribute to a strong and respectful culture.

- We do better work caring for children and families when we also care for each other
- I bring a positive attitude to work – I share, I laugh, I enjoy other's company
- I take responsibility for my behaviour and its impact on others
- I am curious and seek out ways to constantly learn and improve
- I celebrate the good stuff, the small stuff, the big stuff – it all matters
- I speak up when things aren't right
- I value the many different roles it takes to deliver great patient care
- I actively listen because I want to understand others and make better decisions
- I am inclusive and value diversity
- When it comes to teamwork, I don't hold back – I'm all in

QUALITY, SAFETY AND IMPROVEMENT

RCH employees have a responsibility and accountability to contribute to the organisation's commitment to Quality, Safety and Improvement by:

- Acting in accordance and complying with all relevant Safety and Quality policies and procedures
- Identifying risks, reporting and being actively involved in risk mitigation strategies
- Participating in and actively contributing to quality improvement programs
- Complying with the requirements of the National Safety & Quality Health Service Standards
- Complying with all relevant clinical and/or competency standards
- Complying with the principles of Patient and Family Centred Care that relate to this position

The RCH is committed to a diverse and inclusive workforce. We encourage applications from Aboriginal and Torres Strait Islander people, people from culturally and/or linguistically diverse backgrounds, all members of the LGBTIQI community and people with disability.

Position description last updated	2025
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