

Position Description

Position title	Family Peer Support Worker
Department / Division	Banksia Ward/Division of Medicine
Classification	AK39-AK42
Position reports to	Operational: Nurse Unit Manager, Banksia Ward Professional: Lived Experience Discipline Senior
No. of direct & indirect reports	N/A
Location	The Royal Children's Hospital, Flemington Road, Parkville
Risk category	Category A - works in a direct patient contact role and has or potential to have exposure to blood or body fluids.

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

RCH Mental Health is a Level 5 tertiary Infant, Child and Family Area Mental Health and Wellbeing Service and comprises community and hospital-based services. The Banksia 16-bed ward, supports young people aged 13-18 years presenting with complex and severe mental health needs. Banksia is open 24/7, seven days a week and is staffed by a multidisciplinary team. Banksia is one of four state-wide units for 13-18 year olds, and takes referrals of young people from the Western regions of Victoria and Tasmania.

RCH Mental Health has recently undergone an exciting transformation and expansion implementing the recommendations from the Royal Commission into Victoria's Mental Health System. The transformation will allow the RCH Mental Health Service

to help more infants, children and youth and their families, by implementing contemporary models of care that best meet the needs of the families we serve and support them to use their collective strengths for recovery and

ROLE PURPOSE

Please note: This is a designated lived experience role and is only open to people who have a lived experience of caring for an infant, child or young person who is or has experienced a mental health challenge (specific disclosure is not required). The successful applicant is expected to utilise their own lived experience and professional expertise in lived experience in the direct service delivery to the families we are supporting. Ideal candidates will have completed a Certificate IV in Mental Health Peer Work and have previous experience in peer support work with families (although candidates that do not have this qualification and/or experience are very welcome to apply, and training and development opportunities can be discussed).

This Family Peer Support Worker is an equal and valued member of a multi-disciplinary team. The Family Peer Support worker will provide direct service delivery to families of the young people that are receiving treatment, care and support in the Banksia Ward.

The successful applicant will work alongside other members of the team to best support the family including in orientating them to the service, understanding the challenges being experienced and their needs, preferences and strengths. Consulting with other people in the young person's learning and social environment and working with the family and individual family members on their own wellbeing, resilience and support strategies.

The Family Peer Support Worker will use their own lived experience and professional expertise to share their skills and learning, increase problem solving capabilities and provide emotional support, information and practical assistance to families in a way that is tailored to meet the needs of each family. Within a relationship of mutuality and information sharing, the Family Peer Support Workers will promote choice, self-determination and greater opportunities for families to be heard and be active participants in the treatment, care and support provided.

KEY ACCOUNTABILITIES

Lived Experience Sharing

- Provide one to one and group peer support for families, carers and supporters of young people using personal mental health experience to model hope and recovery
- Work collaboratively with service leaders and clinicians to promote recovery oriented practice and sharing personal mental health lived experience where appropriate to ensure care is sensitive and responsive to the needs and views of consumers
- Uphold lived experience work values and principles to build relationships with people accessing services which are recovery-, strength-, ability- and possibility-focused

Support for families, carers and supporters

- Attend multidisciplinary team meetings (e.g. handovers, clinical reviews, and discharge planning meetings) to promote recovery oriented practice and family/carers involvement in decision making
- Engage directly with family members and carers to better understand their needs and complexities and develop trusting and professional relationships whilst maintaining professional boundaries
- Facilitate peer recovery groups and education as required

- Assist family members and carers to access other services to support them in their caring role
- Liaise and consult with external service providers / agencies as required to gather information, provide advice and make connections

Quality improvement

Contribute regularly to the continuous improvement of the service including through 1:1 and team meetings

Participate in supervision and a peer led community of practice

QUALIFICATIONS AND EXPERIENCE

Essential

- Have previous experience in peer support work with families
- Demonstrated commitment to lived experience values and principles
- Demonstrated knowledge of Victoria's mental health system

Desirable

- Certificate IV in Mental Health Peer Work (or other peer work qualifications)
- Have previous experience in peer support work with families
- Demonstrated commitment to lived experience values and principles
- Demonstrated knowledge of Victoria's mental health system

Candidates that do not have this qualification and/or experience are very welcome to apply and training and development opportunities can be discussed

KEY SELECTION CRITERIA

- Lived experience of caring for an infant, child or young person who is or has experienced a mental health challenge
- Demonstrated experience as a Family Peer Support Worker
- Demonstrated experience in successfully working as part of a team
- Highly-developed oral communication skills

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 LGBTQI community and people with disability.

Position description last updated

August 2026