



# Position Description

<b>Position Title</b>	Lived Experience Lead
<b>Division / Team</b>	Client Services / Mental Health and Counselling Services
<b>Reports to</b>	Manager, Mental Health and Counselling Services
<b>Agreement / Award</b>	Community Health Centre (Stand Alone Services) Social and Community Service Employees Multi Enterprise Agreement 2022
<b>Classification</b>	Level 6
<b>EFT / Term</b>	As per contract of employment
<b>Work Location</b>	As per contract of employment
<b>Date Approved</b>	May 2026

**About Ballarat Community Health** Ballarat Community Health (BCH) provides a wide range of community health and wellbeing services across Ballarat and Western Victoria. We are passionate about improving the health and wellbeing of the communities we support and addressing health and social inequality. We strive for safe, effective, connected, person centred quality services, and advocate to improve systems to bring about positive outcomes for the broader community. Our work is guided by our core values. These values inform how we work with each other, the partnerships we develop, as well as how we collaborate with and support our community. At BCH we believe our people are our greatest asset. We know that developing and retaining a skilled workforce is fundamental to our success. We are committed to nurturing an inclusive, capable and diverse workforce, and creating environments where our people thrive and excel.

**Our Purpose** Creating healthy communities through the provision of accessible, affordable and quality health and wellbeing services.

**Our Leading Principles** Address health inequity and inequality  
 Improve the health and wellbeing of our community  
 Have impact and be sustainable

<b>Values</b>	<b>Respect</b> Valuing other points of view and treating people with respect	<b>Integrity</b> Acting with sincerity and honesty	<b>Courage</b> Strength in the face of challenges
	<b>Resilience</b> The ability to be strong in adversity, and bounce back with renewed hope	<b>Responsibility</b> Being reliable and accountable to others	<b>Optimism</b> Focusing on potential and abilities

**Diversity Statement** Ballarat Community Health recognises and celebrates the diversity of the community within which we work. We acknowledge the first peoples of Australia and their unique contribution. We welcome and work with people of all ages and health status, of all races, abilities, gender identities, sexual orientations, religious, cultural, and linguistic backgrounds, and financial status.

<b>Position Summary</b>	Ballarat Community Health is committed to promoting and advocating for the Peer, Family, and Carer Workforce. This position will be responsible for leading the current Peer Workforce in the Mental Health and Counselling Services team. This includes training and
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	<p>mentoring the next generation of Peer Workers through the Peer Cadet program, and working as a lead in the Peer program, Connecting2communities.</p> <p>The Peer Cadet program is a Victorian State Government initiative that is investing in expanding and developing the Peer Workforce. This role will also allow you to shape and mentor future Peer Workers and help with service advocacy with other Peer Cadet agencies across the state.</p> <p>The Lived Experience Lead will also coordinate the Peer Workers employed within the Mental Health and counselling Services team. This will include offering Consumer Perspective Supervision and advocacy for the Peer Workforce across the organisation.</p> <p>Through community engagement work, the lead will build connections and establish clear pathways back to community for clients taking part in our programs. This can be accomplished by working with Community groups and organisations to set up volunteer roles and/or training opportunities. Formalising connections with employment agencies to support gainful employment. Or by maintaining and establishing a database of services clients can access in the community.</p>

### Principal Areas of Responsibility

- Work collaboratively with leaders within our Organisation to promote the Peer Workforce, whilst identifying and addressing any challenges that may arise.
- Leader in Consumer Perspective Supervision (CSP) across the whole organisation and external partners (as required), while monitoring Peer Drift.
- Work within and promote the Mental Health and Counselling Services Model of Care
- Maintain National, Statewide, Regional and local linkages to networks, peak bodies, and government departments that intersect with peer work and mental health, while being a strong advocate for Regional Areas and BCH.
- Lead and monitor ongoing delivery and improvement to Peer programs based on new and emerging evidence-based reports and reviews.
- Ensure the smooth and efficient operation of Peer Programs in accordance with established Guidelines and Procedures
- Provide Coaching support to the Peer Cadet and Peer Workforce by constructively applying lessons learnt through your own lived experience, to motivate, challenge and inspire emerging Peer Workers.
- Develop, lead, and drive any necessary changes across the whole BCH organisation to support the peer workforce, and co-design principles. Including development of Peer specific documentation.
- Build relationships with community groups and service providers to provide a welcoming and respectful environment to clients wanting to connect to our services.
- Drive co-design in all aspects of works, including evaluation of the Peer Programs and guide implementation of this program locally and at a state level
- Be an integral component in building a successful team culture, by role modelling and displaying innovative practice.
- Design placement programs and processes that ensure Peers and other team members understand and support the development of the Peer Cadets.
- Be a leader and role model for other Peers throughout the organisation.

### Team Leadership and Management

- Provide supervision, coaching, and workload oversight for direct reports.
- Mentor and support the peer workforce in the emerging role of peer work in the community setting across Mental Health Services and BCH. Including the Peer Cadets, Connecting2community Peer workers and any future peer programs with MHS.
- Conduct annual Performance Development Reviews and ongoing feedback discussions.
- Lead recruitment, workforce planning and team development in partnership with People & Culture.

- Where necessary, implement disciplinary, grievance or performance management procedures in consultation with People & Culture and the Manager and/or Executive Manager.
- Ensure staff (and where necessary contractors and volunteers) are working in a safe environment that complies with OH&S requirements and respond promptly to any injury, incident or near miss
- Promote a work environment that is psychosocially safe for all staff
- Foster a culture that aligns to BCH values.
- Commitment to working with lived experience as part of a multidisciplinary team
- Operating with a partnering and co-design approach

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**Scope**

- Be the lead and decision maker for the day to day operations of the programs under this role's purview. Assist the Manager on the wider strategic direction for the relevant programs.
- To follow leadership and management direction and seek advice on all matters outside usual scope of practice.
- Practice in a manner consistent with the requirements of the relevant professional registration requirements and relevant registration board
- Continuing education to keep abreast of changes
- Continuing education to keep the team and wider BCH organisation abreast of changes in the Peer Workforce space.

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**Organisational Responsibilities**

- Be aware of and perform all duties in accordance with the organisation's stated policies and procedures
- Understand practice frameworks relating to the Multi Agency Risk Assessment and Management (MARAM) framework and Information Sharing Schemes
- Establish and maintain cooperative working relationships with staff and always ensure alignment with the BCH values
- Work within professional boundaries and relevant scope of practise at all times
- Maintain relevant professional registration
- Work cooperatively across the teams to provide a comprehensive coordinated health promotion service
- Attend approved professional development sessions and keep up to date with current developments, theories and practises in the field
- Participate in compulsory BCH training programs
- Ensure that client and staff confidentiality is respected and upheld at all times
- Attend and actively participate in meetings as required
- Represent and promote Ballarat Community Health appropriately, taking into consideration BCH advocacy statements and values
- Participate in performance development plans and supervision
- Participate in the organisation's continuous quality improvement programs and activities

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**Qualification and Immunisation requirements**

- Minimum Certificate IV in Mental Health or equivalent Health and Community Services Qualification
- Minimum five years experience in a lived experience role
- Desirable: Completion certificate for Consumer Perspective Supervision (CPS); management experience

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**Key Selection**
**1. Experience:**

**Criteria**

- A lived experience in Mental Illness, Mental Health Treatment and demonstrated experience of recovery
- Project Management skills, including proposal development and implementation skills
- Proven experience leading / mentoring others
- Previous experience working within a Lived Experience Workforce
- Desirable: Experience in working on Statewide or regional committees or equivalent experience in representing employer/community in a professional setting
- Have a sound knowledge and passion for working with Peer workforce and the Family and Carer Workforce

**2. Interpersonal Skills:**

- Proven ability to provide excellent service to client, staff, and general community members
- Excellent oral and verbal communication skills, including the ability to show empathy and patience towards clients and staff
- Ability to lead and contribute to a positive, successful, team environment.
- Demonstrated ability to engage a diverse range of people using a non-judgemental approach
- Ability to establish respectful professional relationships that have clear boundaries with clients, staff, and partner organisations.
- Ability to be viewed as a leader, within a multi-disciplinary team and across the organisation
- Strong ability to identify problems, areas of concerns / conflict, and have solutions to solve these issues.

**3. Written Communication:**

- Strong written communication and report writing skills
- Experience in developing new processes and documentation associated
- Develop concise and relevant policies and procedures
- Ability to document an annual business plan, with activities and outcomes, including review and evaluation.

**4. Computer Skills:**

- Strong knowledge of and ability to use the Microsoft Office Suite and Windows based programs and database management systems
- Ability to research information about programs, resources and services and provide accurate, up-to-date information via literature reviews
- Experience in reporting back to funding bodies
- Ability in developing and completing presentations that can be used for promotion of services.

**5. Organisational Skills:**

- Ability to prioritise workloads and conflicting tasks and manage deadlines
- Proven ability to use initiative to solve problems
- High attention to detail

**6. Alignment with BCH values:**

- Ability to align with the BCH values in all areas of work
- A demonstrated commitment to the principles of recovery and self-empowerment
- Resilience, including the ability to adapt and respond to change and cope with challenges.

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**Conditions of Employment and other relevant information**

- The successful applicant will be required to maintain a current driver's licence.
- BCH strongly supports Equal Opportunity and Access to Services, and requires all staff to be sensitive and inclusive of individual needs including but not limited to cultural, religious and sexual orientation.

- The successful applicant will be required to undertake a police records check. Appointment is subject to the outcome of this check.
  - The successful applicant will be required to obtain and maintain a valid employment Working with Children Check whilst employed in this position.
  - The successful applicant will be required to obtain and maintain a valid NDIS Worker Screening Check whilst employed in this position.
  - Prior to being appointed to this position it is required that there is a full disclosure of any pre-existing injuries or disease that might be affected by employment in this position.
  - BCH reserves the right to vary the location of the position according to the needs of BCH and its clients and any future changes to the BCH's areas of operation.
  - Management may alter this Position Description if and when the need arises. Any such changes will be made in consultation with the affected employee(s). Statements included in this position description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all inclusive.
  - Salary sacrifice arrangements are available to all staff subject to BCH's ongoing Fringe Benefits Tax exempt status.
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