

Position Title: Lived and Living Experience Workforce (LLEW) Team Leader

Directorate: Operations

Department: Allied and Mental Health

Reporting to: Director of Lived and Living Experience

Direct Reports: LLEW staff Level 5 and below

Appointment Terms/Conditions:

Classification and Code: LLEW Level 6 (AK 53 - AK54)

Enterprise Agreement: Victorian Public Mental Health Services Enterprise Agreement 2024-2028

ORGANISATIONAL INFORMATION

Grampians Health was established on 1 November 2021, bringing together Edenhope and District Memorial Hospital, Stawell Regional Health, Wimmera Health Care Group and Ballarat Health Services as one united health service. More information can be found at www.grampianshealth.org.au

Our purpose is to provide high quality and accessible health care services in each of the communities we serve. We currently service the healthcare needs of more than 250,000 Victorians and we employ more than 6,300 people across 21 campuses and sites with an annual operating revenue of over \$700m.

Collaboration	Compassion	Accountability	Respect	Innovation
<i>We are stronger together.</i>	<i>We show that we care.</i>	<i>We do what we say and say what we do.</i>	<i>We appreciate and value all people.</i>	<i>We adapt and innovate to achieve best outcomes.</i>
Recognising and utilising strengths to share knowledge, solve problems, build relationships and deliver the best outcomes possible.	All people deserve to be treated with compassion, kindness and empathy.	Openness, honesty and transparency support us to be courageous, take responsibility for our actions and follow through on our commitments	Our actions and words reflect our commitment to a safe and fair health service for all.	Every day, we apply expertise and integrity to make responsible choices, always striving for continuous improvement.

POSITION PURPOSE

Grampians Area Mental Health and Wellbeing Services (GMHWS) provides care, treatment and support for people living within the Grampians Region who are experiencing significant psychological distress and mental health difficulties. The service is accessible, intensive, comprehensive, and responsive to the needs of people requiring service, their carers, supporters and kin. The Team Leader is the pivotal link between the Lived and Living Experience Workforce (LLEW) and the Community Mental Health teams and is particularly important as GMHWS works towards the implementation of the Recommendations from Victoria's Royal Commission into Mental Health (2021).

With a strong focus on day-to-day operational management, the Team Leader is responsible for coordinating workforce activities, managing workflows, and ensuring consistent, safe, and high-quality service delivery. The role provides direct supervision, leadership, and support to LLEW staff, fostering a positive team culture, ensuring staff wellbeing, and supporting capability development through line-management supervision, reflective practice, and performance management.

Working closely with senior leadership, clinical leaders, and program managers, the Team Leader contributes to workforce planning, program implementation, and service improvement initiatives. The role supports the growth, sustainability, and professionalisation of the LLE workforce, ensuring a continuum of expertise and meaningful consumer and carer engagement.

KEY ACCOUNTABILITIES

Consistent with GMHWS policies, procedures and discipline standards:

- Provide Consumer Lived Experience Workforce leadership and expertise within GMHWS
- Provide leadership to the LLEW Active Team.
- Hold the consumer discipline perspective portfolio
- Manage and co-ordinate daily operational requirements of the Lived and Living Experience Workforce within their area of responsibility.
- Provide Line Management Supervision and annual performance reviews
- Ensure that team members provide high quality care and organisational KPIs and relevant activity-based funding targets are met.
- Participate in and lead various audit and continuous improvement activities from a Lived and Living Experience perspective.
- Identify professional development opportunities for staff within the Lived and Living Experience Workforce and facilitate their attendance at same, including supervision.
- In consultation with the LLEW Director relevant clinical team managers and People and Culture, facilitate recruitment, staffing and human resources management needs for the Lived and Living Experience Workforce.
- Ensure the Lived and Living Experience Workforce has the appropriate tools and systems to achieve its operational targets.
- Work autonomously and collaboratively within GMHWS to ensure an effective, evidence-based, seamless service.
- Ensure consumer practice is adequately considered across systems such as the Electronic Medical Record.
- Access own discipline specific LLEW Supervision
- Participate in meetings, providing leadership and advice on consumer lived experience perspectives and the role of LLEW.
- Have capacity to work across multiple GH sites

Your performance at Grampians Health will be measured through your successful:

- Demonstration of GH 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

KEY SELECTION CRITERIA

Mandatory:

- Commitment to GH Values
- A significant personal lived experience as a consumer of someone who has accessed tertiary mental health services.
- Proven experience within a consumer lived experience workforce leadership role
- Demonstrated organisational and management skills, preferably in a community services or mental health setting, including the ability to support and manage staff and program resources.
- Demonstrated capacity for strategic thinking, planning, and implementation.
- Demonstrated report writing skills and the ability to confidently use programs such as Microsoft Office (eg. Outlook, Teams, Word, Excel, PowerPoint etc)
- Building Strategic Working relationships: Developing and using collaborative relationships to facilitate the accomplishment of work goals.
- Communication: Clearly conveying information and ideas through a variety of media to individuals or groups in a manner that engages the audience and helps them understand and retain the message.
- Resolving Conflict: Dealing effectively with others in an antagonistic situation; using appropriate interpersonal styles and methods to reduce tension or conflict between two or more people and facilitate agreement.
- Ability to determine workload priorities, coordinate tasks, work to timelines, and support team members to work to the same.
- Valid Driver's licence, Working with Children's Check and Police Check
- Capacity to travel right across the Grampians Region on a regular basis

Qualifications:

- A well-developed understanding of contemporary trends and issues regarding mental health services from a Lived and Living experience perspective.
- An understanding of Co-design and Co-production frameworks and their application within Mental Health.
- Post graduate qualifications and/or significant Lived Experience qualifications will be highly regarded.

ORGANISATIONAL REQUIREMENTS

- Grampians Health is committed to a consumer centred approach in the provision of health care and services, consistent with our values, purpose and vision. It is expected that team members demonstrate the core values of consumer centred care in every interaction.
- All team members of Grampians Health are responsible for supporting the safety, participation, wellbeing and empowerment of children.
- Quality care is a strategic and operational priority at Grampians Health, achieved through our Governance Framework.

- Participation in the Grampians Health integrated quality improvement and risk management systems by being aware of responsibilities to identify, minimise and manage risks and identifying opportunities for continuous improvement in your workplace through communication and consultation with managers and colleague.
- You must ensure that the affairs of Grampians Health, its patients, clients and staff remain strictly confidential and are not divulged to any third party except where required for clinical reasons or by law. Such confidentiality shall extend to the commercial and financial interests and activities of Grampians Health.
- All team members must adhere to infection control policies and procedures, together with any State and/or Commonwealth Government Covid19 rules, protocols and orders.
- In accordance with current legislation and organisational policy, employees must be willing to undertake and maintain a police check, working with children check and where necessary an NDIS Worker screening check. Ongoing employment will be dependent on the provision of satisfactory checks.

OTHER RELEVANT INFORMATION

- At Grampians Health we recognise and respect diversity. Each person has a right to high-quality health care and opportunities regardless of diversity factors which might include aspects such as cultural, ethnic, linguistic, religious background, gender, sexual orientation, age, and socioeconomic status. Inclusiveness improves our service to our community and promotes engagement amongst Grampians Health employees.
- All Grampians Health employees are required to take reasonable care of their own health and safety in the workplace as well as take reasonable care for the health and safety of others who may be affected their acts or omissions. Persons with delegated management functions have an additional duty to provide and maintain a working environment that is safe and free of risks to health, so far as is reasonably practicable in areas where they have management or control. All employees have a duty to report issues they cannot rectify, follow all existing Grampians Health policies and protocols relating to health, safety, wellbeing and injury management and cooperate with any action taken by Grampians Health to comply with the OHS Act or Regulations.
- 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.
- 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).
- An annual performance review will occur with your manager. Your performance review is intended to be a positive discussion, outlining the key roles and responsibilities outlined in this Position Description. The performance review discussion provides an opportunity to clarify your role, revise key performance activities and identify any objectives or goals for the year ahead.