

**POSITION DESCRIPTION – Peer Support Worker / Group Facilitator****Part 1 – Expectations for Your Role**

Position	Peer Support Worker / Group Facilitator
Service / Program	Lived Experience Activity Program (LEAP)
Industrial Instrument	SACS - EACH Social and Community Service Employees Enterprise Agreement 2017
Instrument Classification	Level 3
Reports to	Manager - Mental Health Services
Effective Date	July 2026

Key Deliverables

- Use your lived experience of recovery from mental illness to instil confidence and hope in others, supporting participants to live meaningful, self-directed lives.
- Contribute to group-based approaches to recovery, applying your wisdom and insight to activities including intake interviews, service promotion, group facilitation, follow-up wellbeing surveys.
- Provide trauma-informed, strengths-based, and recovery-oriented peer support to participants.
- Share personal recovery experiences in a purposeful and intentional way that supports participant growth.
- Role model the belief that recovery is possible, fostering hope for consumers, carers, and staff.
- Conduct brief recovery needs assessments.
- Collaborate with participants, carers, and referring providers to co-develop Individual Recovery Plans (IRPs) within two weeks of program commencement.
- Regularly review IRPs and contribute to exit planning in line with program timelines (up to 12 months).
- Plan, facilitate, and evaluate peer-led group activities that reflect participants' goals and lived experiences.
- Create safe and inclusive environments for both individual and group engagement.
- Monitor participant attendance and follow up on non-engagement, offering support including transport assistance (e.g. petrol vouchers, public transport fares).
- Support community awareness initiatives and outreach in locations relevant to participants' daily lives.
- Maintain accurate and confidential participant records, documentation, and program evaluations.
- Respond to ethically complex or crisis-driven situations in accordance with EACH's risk policy and liaise with referrer as needed.
- Participate in supervision, team meetings, reflective practice, and ongoing professional development.
- Contribute to service improvement through feedback and monitoring program effectiveness.

Skills



- Use lived experience to engage participants and build their self-management and peer relationships.
- Strong interpersonal, communication, and rapport-building skills with individuals, families, and stakeholders.
- Skilled in facilitating groups, engaging communities, developing presentations, and promoting programs.
- Effective communicator with a collaborative, person-centred approach.
- Proficient in MS Office and electronic client record systems.
- Strong written communication and administrative skills.
- Capable of working autonomously and as part of a multidisciplinary team.
- Adaptable, solution-focused, and receptive to feedback and continuous learning.
- Understand and apply WH&S policies to ensure safe practices in outreach and group settings.
- Maintain confidentiality and report incidents per organisational policy.
- Build and sustain strong partnerships to meet program targets.
- Complete organisational reporting and accountability tasks in a timely and accurate manner.

Experience and Knowledge

- Lived experience of Mental Illness
- Have engaged in personal recovery for two or more years.
- Proven experience working with families impacted by mental health
- Experience navigating mental health systems, structures, and reporting requirements.
- Understanding of integrated service models, including collaboration with child protection, mental health, and community services.
- Familiarity with the not-for-profit or health sector, including relevant compliance standards

Qualification/Registrations/Licences

- Minimum Certificate IV in Mental Health (or equivalent).
- CPR Certification.
- Current driver's licence (state-based) on Probationary or Open-license.
- Intentional Peer Support Core Training Certificate
- Willingness to undertake relevant peer supervision training

Physical Requirements

- **Office Environment:** Sit for extended periods and use office equipment.
- **Data Entry:** Handle administrative tasks.
- **Office Mobility:** Move around the office and attend meetings.
- **Light Lifting:** Lift and carry up to 5 kg (e.g., laptops or office supplies).
- **Visual & Auditory:** Read documents and communicate effectively in person and via phone/video.
- **Travel:** Travel locally to Each locations.

Why we include physical requirements in our Position Descriptions

We list the physical requirements of a role to ensure transparency and to support equitable access to employment. This information helps candidates understand the nature of the role and identify any workplace adjustments or supports they may need to thrive in it. Our aim is to create an inclusive environment where



everyone can perform their role safely and effectively, with the right accommodations in place.

If you have specific access needs or would benefit from adjustments to the recruitment process or the role itself, we warmly encourage you to let us know. We're committed to working with you to find solutions that support your success.

**POSITION DESCRIPTION - Employee****Part 2 – Expectations for Our Team**

At Each, we are committed to improving lives and strengthening communities through a range of health, disability, housing, counselling, and mental health services. With a dedicated team of over 1,500 employees and 250 volunteers, we aim to create a positive impact, empowering individuals to live healthier, happier lives.

Our vision is for everyone to live well, and we strive for a healthier, more equitable future through innovation, advocacy, and community engagement.

We care. We listen. We learn. We deliver. Altogether better care.

Expectation of Employees

Employees are expected to work collaboratively with team members and other Directorates, contributing to both individual and community outcomes. They must model Each's values, ensuring an inclusive, safe, and engaging culture.

Employee Responsibilities

An Each employee is responsible for:

- Ensure quality, safety, and risk management to protect staff, customers, and the community.
- Collaborate with team members and stakeholders to achieve positive outcomes.
- Create a safe, respectful environment that fosters growth, learning, and wellbeing.
- Track progress and outcomes to meet Each's goals and performance targets.
- Work within professional boundaries and program guidelines.
- Demonstrate leadership behaviours and serve as an ambassador of Each.

Quality

Employees must engage in continuous improvement, comply with legislation and accreditation standards, and maintain the necessary skills and knowledge for their role.

Safety & Wellbeing

All Each employees are responsible for their own health and safety, as well as that of others, in line with OH&S legislation and Each's policies.

Child Safe Commitment

Each is dedicated to creating a child-safe environment, with zero tolerance for child abuse. Everyone is responsible for protecting and reporting any suspected child abuse, ensuring the safety and well-being of children involved with Each.

Inclusion and Diversity Commitment

Each is dedicated to an inclusive and diverse workplace where everyone is valued and respected. All staff are expected to promote inclusivity, embrace diversity, and foster a collaborative environment, ensuring a safe and supportive workplace for all.

Key Selection Criteria**Skills & Behaviours**

- Adhere to Each's Behavioural and Performance Standards.
- Strong communication and interpersonal skills for building relationships.
- Collaborative team player with a positive attitude.

Desirable Experience, Knowledge, and Qualifications

- Relevant tertiary qualifications.
- Proven collaborative teamwork skills.



- Understanding of the Not-For-Profit and Health sectors.

Mandatory Competencies/Licences

- Criminal History Check and Employee Working with Children Check (as required).
- National Worker Screening Check (if required for the role).
- Entitlement to work in Australia

Expected Behaviours for all Each Staff

- Act in accordance with Each's Code of Conduct, policies, and service principles.
- Respond to family violence risk in line with the MARAM Framework.
- Promote a safety-first culture and adhere to health and safety policies.
- Ensure Each Great Care is put through its PACES (Person-Centered, Accessible, Connected, Effective and Safe).
- Support a zero-tolerance stance on abuse, neglect, and discrimination.
- Foster an inclusive, collaborative work environment, prioritizing customer needs.
- Contribute to teamwork, innovation, and continuous improvement.
- Engage in continuous learning and complete all mandatory training on time.