



POSITION DESCRIPTION – Peer Worker	
Part 1 – Expectations for Your Role	
Position	Peer Worker – Consumer Perspective
Service / Program	Mental Health, Alcohol and Other Drugs/Primary Mental Health Care NSW/Adult Complex and Severe
Industrial Instrument	SACS - EACH Social and Community Service Employees Enterprise Agreement 2017
Instrument Classification	Social and Community Services Employee Enterprise Agreement Level 3
Reports to	Team Leader
Effective Date	June 2026

About the Therapeutic Alliance Team

The Therapeutic Alliance is a consortium of community based not-for-profit services who provide outstanding services across the North Coast of NSW. Each is the lead agency of the Consortium.

The Alliance will deliver the Primary Mental Health Program (PMHP) funded by Healthy North Coast through a multidisciplinary person centred, hub and spoke model/s of care. The 3 main service hubs are located at Port Macquarie, Coffs Harbour, and Byron Bay.

The PMHP will deliver Healthy Minds, Mental Health Nursing Incentive program, Youth Enhanced Services (YES), Suicide Prevention program, Counselling Support program and Low Intensity Mental Health program.

Role Summary

Peer Workers draw on their own life-changing lived experience of mental illness, substance dependence or trauma and their journey of recovery and healing in order to support others.

Peer Workers build mutual relationships based on connection; shared lived experience; curiosity about worldview; and moving towards positive aspirations in life. They provide an important resource for hope and social change.

The Adult Complex & Severe Peer Worker will support the client through their recovery journey by providing 1:1 peer support onsite or on outreach; facilitating peer support groups; and providing secondary consultation and education aimed at facilitating recovery principles of hope, choice, self-determination and social connectedness.

The Adult Complex & Severe Peer Worker will also participate in monthly individual peer supervision and a monthly peer reflective practice group, to ensure peer work aligns with best practice within a recovery-oriented framework.



Key Deliverables

- Utilise Intentional Peer Support principles & tasks to engage with clients and staff.
- Form effective and empathic peer relationships by sharing personal lived experience in a purposeful way; making deep connections with others; showing curiosity about worldview; forming mutual relationships; and moving towards a future of hope and possibilities.
- Uphold consumer perspective values and principles to build relationships which are recovery, strength and possibility focused.
- Provide one on one peer support to consumers and facilitate peer support groups.
- Support clients who access services to develop their strengths, wellbeing practices and self-identified recovery goals, as well as their support systems and community connections.
- Work collaboratively with other staff and service providers to improve understanding of personal recovery and build capacity to provide holistic, inclusive and recovery oriented mental health and alcohol and other drug (MHAOD) services.
- Engage in professional development activities such as monthly individual peer supervision, monthly peer reflective practice sessions and consumer perspective training.

Skills

- Ability to engage with others and work collaboratively.
- Good communication skills.
- Ability to form healthy relationships.
- Ability to promote a culture of hope and optimism by sharing of lived experience of the recovery journey.
- Inclusive and non-judgemental approach.
- Ability to monitor own well-being, practise self-care and seek support where necessary.
- Ability to develop knowledge and learn new processes.
- Ability to engage with clients, using lived expertise, whilst upholding a professional approach to the role including maintaining professional boundaries.
- A positive and person-centred approach with a guiding belief about everyone's capacity to grow within and beyond their current circumstance.

Experience and Knowledge

Mandatory:

- Lived experience of mental illness, substance dependence or trauma.
- Lived experience of the recovery journey.
- Experience with group facilitation.
- Good written and verbal communication skills.
- Good IT skills.

Highly Desirable:

- Personal experience of the public or private MHAOD systems.
- Understanding of and commitment to human rights and social justice.
- Understanding of trauma-informed care.
- Understanding of the harm minimisation approach.
- Experience working in diverse communities



Qualification/Registrations/Licences

- Certificate IV Mental Health Peer Work and/or Intentional Peer Support core training are highly desirable.
- Completion of a Criminal History Check, Working with Children Check and Disability Workers Exclusion Scheme Check prior to commencement of employment, as well as a duty to disclose relevant information that may arise after employment has commenced.
- Current State based driving license.

Physical Requirements

- Office Environment: Ability to sit for extended periods and use office equipment.
- Data Entry: Capability to type and handle administrative tasks.
- Office Mobility: Ability to move around the office and attend meetings.
- Light Lifting: Ability to lift and carry up to 5 kg (e.g., laptops or office supplies).
- Visual & Auditory: Ability to read documents and communicate effectively in person and via phone/video.
- Travel: Ability to 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

- 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.