



POSITION DESCRIPTION	
Youth Peer Support Worker	
Part 1 – Expectations for Your Role	
Position	Youth Peer Support Worker
Service / Program	headspace Narre Warren & Pakenham
Industrial Instrument	SACS - EACH Social and Community Service Employees Enterprise Agreement 2017
Instrument Classification	Level 3
Reports to	Community Engagement Coordinator
Effective Date	July 2026

Key Deliverables

- Provide one-on-one youth peer support and facilitate peer support groups that promote recovery and connection onsite, offsite or in an outreach capacity (as deemed appropriate or necessary).
- Support young people to identify and build on their strengths, wellbeing practices, and recovery goals, while strengthening support systems and community connections.
- Purposefully and safely share lived experience of mental health challenges, recovery and healing (when and how you feel comfortable) to foster trust, inspire hope, empowers young people to move forward by demonstrating that recovery is possible.
- Assist with planning and delivery of community engagement activities that are linked to headspace core key pillars (Mental Health, Physical & Sexual Health, AOD and Work & Study). These community engagement activities may focus on youth participation, help seeking, mental health literacy or health promotion.
- Collaborate with other members of community engagement team, wider headspace staff and/or external stakeholders to facilitate community engagement activities.
- Support young people to be involved in decisions about their care, while upholding their dignity, autonomy and agency.
- Assist in maintaining websites and use social media to boost youth engagement and promote services.
- Represent youth voice in planning and service improvement activities, ensuring services remain accessible and relevant.
- Work across multiple locations, such as headspace Narre Warren and Pakenham centres and in the Casey Cardinia community.
- Ability to participate in reflective practice if required through headspace team meetings, decision making, processes, service evaluation & planning, supervision, and staff development activities.
- Undertake other duties as directed by leadership within scope of practice based on service need.
- Participate in weekend and after hours work if required.

Skills

- Practises self-care and monitors own wellbeing, seeking support when needed.
- Strong interpersonal skills, including the ability to engage with others, form healthy relationships, and work collaboratively.
- Demonstrates effective written and verbal communication skills to support teamwork and engage meaningfully with consumers.



- Uses lived experience to promote hope and recovery, while maintaining professional boundaries and a recovery-oriented approach.
- Has experience in the facilitation of groups.
- Ability to represent headspace externally and amplify the voice of young people with mental health concerns more broadly in the community.

Qualification/s, Competencies and/or Licences

- As this is a youth peer worker role, in keeping in line with headspace client age range, we ask that applicants be aged between 18-25 years old. *(Essential)*
- Highly regarded either Certificate IV in Mental Health Peer Work or Certificate IV in Youth Work or equivalent qualification. As well as relevant work experience.
- Completion of, or commitment to complete, Intentional Peer Support Core Training
- Current state-based driver's license

Experience and Knowledge

- Lived experience of mental illness or trauma and a recovery journey and willingness to share experience. *(Essential)*

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 for activities, events or outreach appointments.

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.

Our Commitment to Inclusion at Each

At Each, inclusion is at the heart of how we work, connect and care. We are committed to creating a workplace and services that are safe, welcoming and responsive, where every person feels respected, valued and able to be themselves.

We celebrate and actively support diversity in all its forms, including Aboriginal and Torres Strait Islander peoples, LGBTIQ+ communities, people with disability, people from diverse cultural and faith backgrounds, people of all ages, and those with lived and living experience of our services.



All employees, volunteers and contractors at Each are expected to:

- Treat others with respect, curiosity and care
- Contribute to a workplace free from discrimination, bullying and harassment
- Engage in culturally safe and responsive ways
- Speak up and take action when behaviours do not align with our values
- Participate in learning to strengthen inclusion, equity and belonging

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 Compliance

- Completion of a Criminal History Check and Employee Working with Children Check (or State equivalent) prior to commencement of employment and as required by legislation and policy during employment, as well as a duty to disclose relevant information that may arise after employment has commenced
- National Worker Screening Check (if required for the role).
- Entitlement to work in Australia
- Consent to Each sharing relevant personal information with the Victorian Department of Education under Early Childhood Workforce Register obligations (If required for the role).

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.