

**POSITION DESCRIPTION – Multicultural Youth Peer Worker****Part 1 – Expectations for Your Role**

Position	Multicultural Youth Peer Worker
Service / Program	Mental Health, Alcohol and Other Drugs
Industrial Instrument	SACS - EACH Social and Community Service Employees Enterprise Agreement 2017
Instrument Classification	Level 3
Reports to	Team Leader Community Engagement & Partnerships
Effective Date	September 2025

Key Deliverables

Utilising your lived experience as a member of a multicultural community you will divide your time between community engagement and providing individual support to young people.

- Uses lived experience to support and engage young people in building their capacity to be part of their community.
- Understands key issues facing young people, their families and the community from culturally diverse backgrounds.
- Work with other core areas of service provision within the headspace model such as clinical team, school services, community engagement and the IPS work and study program to encourage young people to access peer support programs.
- Assist the Multicultural Community Engagement Worker to lead and support the Youth Reference Group – 3D Youth.
- Assist the Team Leader Community Engagement & Partnerships to establish and maintain strong relationships with multicultural communities.
- Co-facilitate group programs with team members.
- Works cooperatively with team members ensuring continuity of care and provision of a comprehensive service to young people.
- Excellent organisational and time management skills, and ability to be a team-player and self-directed.
- All client notes on consumer contacts are entered into EACH's client management system (Episoft) in a timely and accurate manner.
- Engage in professional development activities such as monthly individual carer peer supervision, monthly peer reflective practice sessions and relevant youth peer training.

Skills

- Ability to engage with young people using lived expertise, whilst upholding a professional approach to the role including maintaining professional boundaries.
- Ability to share recovery strategies and snippets of lived experience in an intentional way.



- Ability to actively listen and ask appropriate questions when supporting young people
- Ability to represent headspace externally and amplify the voice of young people experiencing mental health concerns broadly in the community
- Highly developed presentation skills.
- Understanding of and commitment to human rights and social justice.
- Understanding of principles of trauma-informed care.
- Ability to monitor own well-being, practise self-care and seek support where necessary.
- Ability to develop knowledge and learn new processes.
- A positive and person-centred approach with a guiding belief about everyone's capacity to grow within and beyond their current circumstances.

Experience and Knowledge

- We are seeing applicants from culturally and linguistically diverse backgrounds.
- Lived experience of mental illness and demonstrated experience of the recovery journey.
- Demonstrated experience in working with young people.
- Demonstrated ability to develop and facilitate group programs.
- Awareness of key mental health legislation and frameworks.
- Highly developed interpersonal skills, written and verbal communication skills.
- Competent technology literacy skills and a sound knowledge of Microsoft office suite

Highly desirable

- Certificate IV in Mental Health, Peer Work or equivalent qualification.
- Experience with group facilitation.
- Understanding of and commitment to human rights and social justice.
- Understanding of family violence.
- Understanding of trauma-informed care.
- Understanding of cultural diversity, intersectionality, marginalisation, and implicit bias.

Qualification/Registrations/Licences

- Completion of, or commitment to complete, Intentional Peer Support Core Training.
- Current State based driving license.

Physical Requirements

- Ability to sit for extended periods and use office equipment.
- Ability to lift and carry up to 5 kg (e.g., laptops or office supplies).
- Ability to travel locally to Each locations and various locations in the community.

**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.