



POSITION DESCRIPTION – Peer Worker - Community Mental Health & Wellbeing Hubs	
Part 1 – Expectations for Your Role	
Position	Peer Worker - Community Mental Health & Wellbeing Hubs
Service / Program	Mental Health and Alcohol and Other Drugs
Industrial Instrument	SACS - EACH Social and Community Service Employees Enterprise Agreement 2017
Instrument Classification	Level 4
Reports to	Team Leader – Mental Health Recovery (CMHWH)
Effective Date	July 2025

Key Deliverables

Peer Workers are an integral member of the Mental Health & Wellbeing Hub team and draw on the unique perspective and contribution of a lived experience of recovery from mental illness.

Recognising and building on a person's existing abilities and resources empowers them to pursue the life they aspire to. By focusing on their strengths, Peer Workers help them gain confidence and agency, fostering a sense of hope and enabling them to navigate their recovery journey more effectively.

Peer Workers will implement recovery-orientated, evidence-based peer support interventions to mental health consumers by utilising own lived experience of recovery in a mental health context. This role will provide a critical element to a team-based approach to recovery and bring the wisdom of experience to many aspects of service delivery including individual client support, service promotion, group programs and case reviews.

- Work collaboratively with colleagues, customers, carers, and other community partner organisations to deliver the best possible comprehensive service to customers.
- Work as part of the team to provide a range of psychosocial and wellbeing supports to customers and their carers, both individually and in groups. This aims to help customers achieve their personal goals in consultation with support workers.
- Ensure that all services are delivered in accordance with relevant accreditation, program guidelines, documentation, administration and EACH standards, while meeting set targets.
- Use your own lived experience to foster a supportive and engaging environment for customers and carers, helping them build their community connections.
- Provide services that are well-managed and timely, aligning with agreed assessments and Individual Recovery Plans. This includes offering appropriate step-up or step-down care based on customer needs.
- Engage genuinely and effectively with customers, other professionals, and informal support networks to create a cohesive support system.

Skills

- Skilled in building trusting, professional relationships with customers and support networks



- Proficient in using a Recovery framework to assess needs, set goals, and plan recovery
- Strong problem-solving facilitation and reflective practice support
- Ability to provide constructive social feedback and validation
- High level of emotional intelligence, maturity, and personal resilience
- Effective communication and advocacy based on lived experience
- Sensitivity to diverse backgrounds and ability to tailor support accordingly
- Flexible and adaptable approach to change and new ways of working
- Ability to identify and manage potential risks with appropriate strategies
- Strong interpersonal skills to work with carers and support systems
- Proficient computer skills, including case noting and client documentation
- Time management and attention to detail in documentation

Experience and Knowledge

- Experience collaborating with customers, carers, families, and other networks in a recovery setting
- Knowledge of recovery-oriented practice and peer work principles
- Experience sharing lived experience to support and empower others
- Knowledge of diversity, inclusion, and cultural awareness in mental health contexts
- Understanding of challenges faced by people with mental health concerns and how to navigate them
- Familiarity with MARAM (Multi-Agency Risk Assessment and Management), FVISS (Family Violence Information Sharing Scheme), and CISS (Child Information Sharing Scheme) frameworks
- Experience using digital systems for case noting and record keeping
- Experience supporting customers through change and personal growth

Qualification/Registrations/Licences (Mandatory only)

- Certificate IV in Mental Health Peer Work or equivalent/relevant qualification

Physical Requirements

- Ability to sit at a computer for 6 – 8 hours per day
- Ability to walk up stairs
- Ability to travel between Each locations
- Lift 3 kgs

**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.