

**POSITION DESCRIPTION - Peer Worker – Consumer Perspective – Grade 2****Part 1 – Expectations for Your Role**

Position	Consumer Peer Worker - EIPSR
Service / Program	Mental Health, Alcohol and Other Drugs
Industrial Instrument	SACS - EACH Social and Community Service Employees Enterprise Agreement 2017
Instrument Classification	Level 4
Reports to	EIPSR Team Leader
Effective Date	May 2025

Key Deliverables

- Utilise Intentional Peer Support principles and tasks to engage with consumers 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 people that 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 services.
- Participate in individual peer supervision and a community of practice, to ensure peer work aligns with best practice within a recovery-oriented framework.
- Maintain responsibility for an allocated caseload of consumers, including engagement, follow-up, documentation, and collaboration with the multidisciplinary team.
- Works collaboratively with support workers to promote peer work across the EISPR team.
- Provide predominantly outreach-based support with flexibility to offer telehealth within program requirements.
- Provide clear and concise case notes in a timely manner following consumer engagement to manage client files within program requirements.

Skills

- Good written and verbal communication skills including.
- Good IT skills including experience with Microsoft applications and ability to learn and use the required client file management software.
- Ability to engage with others and work collaboratively.
- Ability to form healthy relationships.
- Good communication skills.
- Ability to promote a culture of hope and optimism by sharing 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 while maintaining a professional approach and boundaries.
- A positive and person-centred approach with a belief in everyone's capacity to grow.

Experience and Knowledge

- Lived experience of mental illness, substance dependence and/or trauma.
- Lived experience of the recovery journey.
- Previous employment as a Peer Worker Grade 1 (peer cadet or trainee).
- Experience with group facilitation.
- Personal experience of the public or private mental health or AOD systems (*Highly Desirable*).
- Experience working in diverse communities (*Highly Desirable*).
- Understanding of and commitment to human rights and social justice.
- Understanding of trauma-informed care.
- Understanding of the harm minimisation approach.

Qualification/Registrations/Licences

- Certificate IV Mental Health Peer Work and/or Intentional Peer Support core training.

Physical Requirements

- **Office Environment:** Ability to sit for extended periods and use office equipment.
- **Office Mobility:** Ability to sit for extended periods, move around the office and attend meetings. Ability to walk up and down stairs, to get in and out of vehicle.
- **Light Lifting:** Ability to lift and carry up to 5-10 kg with appropriate manual handling (e.g., material aid, laptops or office supplies).
- **Visual & Auditory:** Ability to read documents and communicate effectively in person and via phone/video.
- **Travel:** Ability to travel between sites and for clients.



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-Centred, 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.