



POSITION DESCRIPTION - Youth Multicultural Peer Worker	
Part 1 – Expectations for Your Role	
Position	Youth Multicultural Peer Worker
Service / Program	headspace Knox
Industrial Instrument	SACS - EACH Social and Community Service Employees Enterprise Agreement 2017
Instrument Classification	Grade 3
Reports to	Community Engagement Coordinator
Effective Date	July 2025

About the Community Engagement Team

At headspace Knox and Lilydale, we believe young people bring powerful knowledge, stories & skills that can shape how mental health support looks in our communities. We're a team that listens to and works *with* young people, not *for* them. Our Community Engagement Team includes:

- Community Engagement Coordinator
- Youth Multicultural Peer Workers
- Youth Volunteers (Youth Action Force)

Together we plan events, collaborate with schools, create social media campaigns, connect with community groups and help make mental health support more welcoming and visible to all young people.

Our team promotes headspace services and mental health to the local communities of Knox, Maroondah and the Yarra Ranges.

Position Summary

As a Youth Multicultural Peer Worker, your lived experience matters. This role is grounded in the principles of Intentional Peer Support (IPS), mutuality, and social justice, while also contributing to community engagement efforts that improve access to mental health services, reduce stigma, and promote recovery for culturally diverse young people.

You will mostly be working onsite at headspace Knox, but also out in the community- at schools, events, local groups and more. Some weekends or after- hours work may be required.

Key Deliverables

- Purposefully and safely share lived experience of mental health challenges, recovery and healing (when and how you feel comfortable) to foster trust, inspire hope, and demonstrate that recovery is possible.
- Provide one-on-one peer support and co-facilitate peer groups for culturally and linguistically diverse (CALD) young people, building empathetic, mutual relationships grounded in Intentional Peer Support (IPS) principles: connection, worldview, mutuality and moving towards.
- Engage and collaborate with multicultural communities in the City of Knox through co-designed resources, events, groups and social media content that amplify young CALD voices.
- Promote choice, self-determination and opportunities for young people to take up or maintain valued social roles and community connections.
- Support young people to be involved in decisions about their care, while upholding their dignity, autonomy and agency.



- Build strong professional relationships with culturally and linguistically diverse young people, their families and the broader community by meeting them where they are—emotionally, physically and culturally - prioritising community-led approaches and respecting their self-identified needs and preferences.
- Assist with the planning and delivery of community-based help seeking and mental health literacy education sessions, including within schools, local groups and sporting organisations, sometimes under a fee-for-service model.
- Assist with the planning and delivery culturally responsive events, particularly for Chinese, Sri Lankan and/or Indian communities, to promote mental health awareness, reduce stigma and encourage early help-seeking.
- Collaborate with the community engagement team on campaigns and initiatives that elevate young voices and reduce stigma.
- Assist in maintaining websites and use social media to boost youth engagement and promote services.
- Represent CALD communities in planning and service improvement activities, ensuring services remain accessible and relevant.
- Review service access data and community feedback to assess impact and inform continuous improvement.
- Build partnerships with external service providers and develop opportunities for mutually beneficial partnerships that progress headspace and the centre toward its objectives.

Skills

- Identify with Chinese, Indian or Sri Lankan cultural backgrounds, and can speak a community language is a big plus!
- Have good communication and listening skills—and are open to learning more
- Are organised and self-motivated, but also great at working in a team.
- Ability to deliver information sessions and conduct group programs or willingness to learn. (desirable)
- Developed problem solving and negotiation skills especially with young people in the early stages of help seeking or willingness to learn. (desirable)
- Ability to represent headspace externally and amplify the voice of young people with mental health concerns more broadly in the community.

Experience and Knowledge

- Have lived experience of mental health challenges and willing to share your story in a purposeful, safe and intentional way.
- Knowledge of the common mental health, and social problems faced by young people in multicultural communities.
- Understanding of IPS or commitment to complete IPS Core Training.
- Willingness to learn knowledge of the relevant and current legislation relating to the client group including the Mental Health Act and Privacy Act.
- Computer literacy utilising MS Office applications (Word, Excel and Outlook).

Qualifications and Certifications

- *Highly regarded* - Formal qualifications in relevance to youth peer support work, i.e. Certificate IV in Youth Work, Community Services, Mental Health (Peer Work) and/or Intentional Peer Support Training. As well as related field and relevant work experience.
- Current state-based driver's license (desirable).



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 etc.



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.