



POSITION DESCRIPTION – Carer Peer Worker (Eastern Shore)	
Part 1 – Expectations for Your Role	
Position	Carer Peer Worker
Service / Program	Mental Health and Alcohol and Other Drugs Lived and Living Experience Team
Industrial Instrument	SACS - EACH Social and Community Service Employees Enterprise Agreement 2017
Instrument Classification	Level 3
Reports to	Recovery Team Leader/Community Engagement
Effective Date	September 2025

Key Deliverables

Carer & Family Support

- Provide peer support and information to carers and families of young people engaged with headspace Eastern Shore and the Early Psychosis Program.
- Offer support via telehealth or face-to-face contact, including reassurance, information, and referrals.
- Help families and carers overcome isolation related to supporting a young person experiencing health and wellbeing challenges.
- Provide information around referral services, external agencies, carer support groups, and educational resources.
- Ensure culturally sensitive approaches when working with Aboriginal, Torres Strait Islander, or multicultural families.
- Contribute to the centre's intake process by providing peer-informed support during initial assessments, welcoming new clients, assisting a young person to orient to the service and feel comfortable throughout the intake process.

Community Engagement

- Support the community engagement team to plan, deliver, and evaluate community education sessions focused on reducing stigma and increasing understanding of youth mental health.
- Maintain positive relationships and work collaboratively with young people, community members, government agencies, and private practitioners.

General Role Requirements

- Role model a strengths-based approach to carers, families, and staff.
- Use personal lived experience to support improved communication between young people and their families, friends, and care teams.
- Provide peer-informed advice and support to the team through secondary consultation.
- Complete all organisational accountability and reporting requirements accurately and on time.
- Maintain client notes in Each's Client Management System (Episoft).
- Uphold strict confidentiality regarding all accessed information and data.
- Collect and contribute data on peer support.



- Provide reports as required by Each.

Team & Culture Contribution

- Actively participate in line and peer supervision, staff meetings, program planning, professional development, and training.
- Foster a workplace culture that supports peers, encourages teamwork, and ensures quality services for young people and their families.

Skills

- Communication and interpersonal skills, especially with diverse families and carers.
- Ability to role model a strengths-based approach.
- Organisational and administrative abilities.
- Capacity to maintain confidentiality and professional boundaries.
- Ability to work collaboratively with a multidisciplinary team.
- Cultural sensitivity and awareness when working with Aboriginal, Torres Strait Islander, and multicultural communities.
- Ability to form healthy relationships.
- Competence in using basic office and IT equipment.

Experience and Knowledge

- Lived experience as a carer supporting someone with mental health challenges.
- Understanding of youth mental health and wellbeing challenges.
- Familiarity with referral services, external agencies, and carer support networks.
- Understanding of community engagement and delivering education sessions.
- Knowledge of confidentiality, privacy, and consent practices.
- Experience with diverse groups of families and carers.
- Experience working in culturally sensitive environments is highly desirable.
- Understanding of the peer workforce and secondary consultation models.

Qualification/Registrations/Licences

- Completion of the Intentional Peer Support (IPS) Training or a willingness to complete.

Physical Requirements

- Ability to sit, stand, and walk for extended periods during outreach, community engagement, and client sessions.
- Ability to travel within the local community, including attending events, school visits, and outreach activities.
- Ability to carry lightweight materials (e.g. promotional resources, event supplies) as needed.

**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.