

**POSITION DESCRIPTION – Youth Peer Worker (Eastern Shore)****Part 1 – Expectations for Your Role**

Position	Youth Peer Worker
Service / Program	Mental Health and Alcohol and Other Drugs Lived and Living Experience Workforce
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**Clinical and Youth Engagement**

- Work across both the headspace Eastern Shore Program and the headspace Early Psychosis Program.
- Provide evidence-based one-on-one and group sessions to young people via telehealth, face-to-face, or community-based settings.
- Engage young people and develop trusting, professional relationships that respect boundaries.
- Support young people to achieve their health and wellbeing goals.
- Work in a family-inclusive approach with the young person's consent.
- Ensure a culturally sensitive approach when working with Aboriginal, Torres Strait Islander, or multicultural young people and their 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 and Promotion

- Assist in the design and delivery of events to increase the profile of headspace and promote key messages (e.g. mental health literacy, stigma reduction, early help-seeking).
- Support the Community Engagement team to plan, develop, and deliver community-based education sessions in schools, community groups, and recreational settings.
- Work closely with other headspace teams to ensure youth and family voices are integrated into service planning and delivery.
- Support clinical staff to ensure appropriate support is available during campaigns or events that may increase referrals.
- Assist with developing and implementing youth engagement strategies, including the use of social media and maintaining websites.
- Contribute to new ideas and approaches, including the use of lived experience narratives in service development.

General and Administrative Responsibilities

- Collect, collate, and maintain client notes in Each's Client Management System (Episoft).
- Maintain strict confidentiality of all client and service-related information.
- Report all client and staff incidents in accordance with Each's Policies and Procedures.
- Contribute to data collection related to peer support to inform best practice models.
- Provide reports as required by Each.



- Participate in regular supervision, staff meetings, program planning, professional development, and training activities.

Skills

- Peer support skills – Ability to use lived experience to build rapport, provide hope, and support recovery in young people.
- Group facilitation– Experience or ability to co-facilitate peer-led or therapeutic groups.
- Community engagement and event coordination – Skills in planning and delivering youth-focused events and campaigns.
- Digital literacy – Ability to use social media and digital platforms for youth engagement and service promotion.
- Cultural competence – Ability to work respectfully and effectively with Aboriginal, Torres Strait Islander, and multicultural communities.
- Confidentiality and professional boundaries – Strong understanding and practice of maintaining confidentiality and appropriate boundaries in peer work.

Experience and Knowledge

- Lived experience of mental health challenges – and a demonstrated ability to use this experience in a professional peer support capacity.
- Understanding of common youth mental health issues – including early psychosis, stigma, and barriers to help- seeking.
- Knowledge of or willingness to learn peer work principles – such as Intentional Peer Support (IPS), recovery-oriented practice, and trauma-informed care.
- Experience working in community settings is desirable – including schools, youth groups, or outreach environments.
- Computer literacy using MS Office applications (Word, Excel and Outlook).

Qualification/Registrations/Licences

- Current state-based driver's license.

Desirable Qualification/s, Competencies and/or Licences

- Completion of the Intentional Peer Support (IPS) Training or a willingness to complete.
- Experience working with diverse groups of young people and their families.

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.