

**POSITION DESCRIPTION – Senior Peer Support Worker / Group Facilitator****Part 1 – Expectations for Your Role**

Position	Senior Peer Support Worker / Group Facilitator
Service / Program	Lived Experience Activity Program (LEAP)
Industrial Instrument	SACS - EACH Social and Community Service Employees Enterprise Agreement 2017
Instrument Classification	Level 4
Reports to	Senior Project Manager
Effective Date	August 2025

Key Deliverables

The Senior Peer Worker completes all responsibilities of the Peer Worker role, and additionally:

- Provide guidance, mentoring and support to peer workers through reflective practice, debriefing, and supervision
- Attend regular meetings with stakeholders, referrers, and service providers to support coordination, referrals, and collaborative planning
- Support onboarding and development of new peer workers, including orientation and modelling of ethical peer practice
- Lead or contribute to the development and review of Individual Recovery Plans, ensuring they are completed within two weeks of program commencement and reviewed regularly
- Oversee participant exit planning and ensure transitions are managed in line with program timelines (up to 12 months)
- Compile reports on participant outcomes, engagement data, and group program delivery, and contribute to broader service evaluation and continuous improvement
- Represent the peer workforce in internal planning, team discussions, and quality improvement activities
- Monitor engagement across the program, including follow-up on non-attendance, and ensure strategies such as transport assistance and outreach are embedded
- Continue to provide peer support and deliver group-based recovery activities as part of ongoing program delivery



- Assist with resolving service-level or participant-related issues that require senior input or coordination
- Promote recovery principles and principles of intentional peer support (IPS) in all aspects of practice and act as a lived experience leader within the team
- Ensure program expenditure remains within budget by accurately reconciling receipts and credit card transactions, maintaining organised records of all expenses, and adhering to financial documentation requirements
- Participate in supervision, team meetings, reflective practice, and ongoing professional development.

Skills

- Strong interpersonal skills and ability to build supportive and respectful relationships with participants, staff, and external partners
- Ability to mentor, guide and support peer workers in a team environment
- Effective written and verbal communication, including report writing and participation in interagency meetings
- Experience with group facilitation, stakeholder engagement, and program promotion
- Ability to manage competing priorities, meet deadlines, and work independently
- Skilled in Microsoft Office and electronic client record systems
- Strong organisational and time management skills
- Commitment to trauma-informed, recovery-focused, and culturally safe practice
- Ability to represent peer perspectives professionally in collaborative and planning contexts
- Maintains healthy boundaries and a professional approach while drawing on lived expertise to engage with consumers meaningfully.
- Supports other staff to deepen their understanding of challenges related to mental health, substance dependence, and trauma.
- Adapts quickly to new information and processes, showing commitment to ongoing learning

Experience and Knowledge

- Lived experience of mental illness with a minimum of 2 years in recovery
- At least 2 years of experience in a designated peer worker or lived experience-based role
- Demonstrates a commitment to human rights and social justice in practice
- Experience with group facilitation
- Experience mentoring, supervising, or supporting other peer workers or volunteers
- Understanding of recovery-oriented practice and intentional peer support (IPS) model



- Experience working collaboratively with stakeholders, referral partners, and community organisations
- Familiarity with mental health and community service systems, including group-based models of care
- Understanding of risk, safety, and escalation processes relevant to community-based recovery work and the peer role within this

Qualification/Registrations/Licences

- Minimum Certificate IV in Mental Health (or equivalent).
- CPR Certification.
- Current unrestricted driver's licence (state-based) On Probationary or Open-License
- Intentional Peer Support Core Training Certificate
- Disability Workers Exclusion Scheme Check
- Willingness to undertake relevant leadership or peer supervision training

Physical Requirements

- Prolonged periods of desk-based work, including computer use and phone communication.
- Frequent travel within the community, including visits to parks, community centres, and informal public spaces as part of group facilitation and outreach.
- Comfortable using public transport/own vehicle to reach various community-based program locations, outreach and stakeholder meetings
- Capacity to work flexibly across diverse environments, such as clinical offices, community venues, homes, partner agency sites, and outdoor settings.
- Occasional light lifting or carrying of resources (e.g. laptops, brochures, activity materials).
- Ability to sit or stand for extended periods during individual appointments or group activities.
- Willingness to adapt to varied physical environments and mobile working conditions.