

**POSITION DESCRIPTION – Peer Worker****Part 1 – Expectations for Your Role**

Position	Peer Worker
Service / Program	Youth Enhanced Services
Industrial Instrument	SACS - EACH Social and Community Service Employees Enterprise Agreement 2017
Instrument Classification	Level 3
Reports to	Senior Clinical Coordinator
Effective Date	February 2026

Position Summary

This role has been developed specifically for a passionate young person who has a history of mental health problems and a lived experience of recovery. Through sharing wisdom from their own experience, the Youth Peer Support Worker will:

- Inspire hope and motivation in the recovery journey of young people accessing YES services
- Provide peer support and practical assistance to young people to support them to lead their own unique recovery process
- Promote choice, self-determination and opportunities to seek or maintain socially valued roles and connection in their local communities
- Support quality improvement activities within the YES teams, ensuring that services provided continue to be effective, helpful and continuously improved
- This role will also provide outreach within the catchment as required

Key Deliverables

- Engage young people and develop trusting and professional relationship that respect worker/young person boundaries
- Seek to learn about young person's interests, connections with family and friends, and work with the young people in building their capacity to be part of their community
- Provide support and hope of recovery to young people by constructively applying lessons learnt through own lived experience
- Provide support to parents and families of young people within the program as required
- Draw upon experience, understanding and belief in strength based, hope orientated models of service
- Comply with all WH&S procedures to ensure safe work practices especially in the area of safety in outreach and group activities
- Work closely with service team to promote a team approach to care that is sensitive and responsive to the needs and views of young people and where the service is easily understood by young people
- Educate, encourage and support young people to engage in services and to build and utilise self-help skills to be able to manage their own mental health and recovery better



Skills

- Ability to be self-aware of own mental health
- Ability to self-reflect on what has helped you through your mental health challenges
- Ability to share lived experience with the aim to instil hope in others
- Ability to seek support from the team with the goal to support positive outcomes from others

Experience & Knowledge

- Lived experience of mental illness and demonstrated experience of recovery
- Experience of the public or private mental health system

Qualification/Registrations/Licences

- Current state-based driver's license
- Certificate IV or higher in a peer support, youth work, mental health or related tertiary qualification (highly regarded)

Physical Requirements

- **Office Environment:** Sit for extended periods and use office equipment.
- **Office Mobility:** Move around the office and walk up stairs.
- **Visual & Auditory:** Read documents and communicate effectively in person and via phone/video.
- **Travel:** Travel locally to Each locations.

Why we include physical requirements in our Position Descriptions

We list the physical requirements of a role to ensure transparency and to support equitable access to employment. This information helps candidates understand the nature of the role and identify any workplace adjustments or supports they may need to thrive in it. Our aim is to create an inclusive environment where everyone can perform their role safely and effectively, with the right accommodations in place.

If you have specific access needs or would benefit from adjustments to the recruitment process or the role itself, we warmly encourage you to let us know. We're committed to working with you to find solutions that support your success.



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. These considerations extend to all of our customers inclusive of priority populations.



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 Compliance

- 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
- Consent to Each sharing relevant personal information with the Victorian Department of Education under Early Childhood Workforce Register obligations (If required for the role).

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.