



POSITION DESCRIPTION – Multicultural Family Peer Worker	
Part 1 – Expectations for Your Role	
Position	Multicultural Family Peer Worker
Service / Program	Mental Health, Alcohol and Other Drugs
Industrial Instrument	SACS - EACH Social and Community Service Employees Enterprise Agreement 2017
Instrument Classification	Level 3
Reports to	Team Leader Community Engagement & Partnerships
Effective Date	August 2025

Key Deliverables

Utilising your lived experience as a member of a multicultural community you will:

- Work with other core areas of service provision within the headspace model such as community engagement, school services and clinical teams.
- Assist families and carers to overcome isolation in their experience of dealing with a young person experiencing mental health problems.
- Provide psychoeducation and other skills-based programs to families, carers and community members.
- In collaboration with the community engagement coordinator deliver and evaluate community information and education sessions with a focus on the reduction of stigma in the community through increased understanding and knowledge of youth mental health problems and how they affect their families.
- Build engagement with families from a range of cultural backgrounds including the provision of culturally appropriate services to families from culturally and linguistically diverse populations.
- Excellent organisational and time management skills, and ability to be a team-player and also self-directed.
- Work collaboratively with other staff and the broader team to improve understanding of the carer journey and to help build holistic, family inclusive practice.
- Engage in professional development activities such monthly individual carer peer supervision, monthly peer reflective practice sessions and relevant carer peer training.

Skills

- Ability to engage with families using lived expertise, whilst upholding a professional approach to the role including maintaining professional boundaries.
- Ability to promote a culture of hope and optimism by sharing of lived experience of the carer recovery journey.
- Understanding of and commitment to human rights and social justice.
- Understanding of principles of trauma-informed care.



- Ability to monitor own well-being, practise self-care and seek support where necessary.
- Ability to develop knowledge and learn new processes.
- A positive and person-centred approach with a guiding belief about everyone's capacity to grow within and beyond their current circumstances.

## Experience and Knowledge

- We are seeing applicants from culturally and linguistically diverse backgrounds.
- Understands key issues facing carers and families such as boundaries, self-care, grief & loss, etc.
- Lived experience of caring for a family member, friend or significant other with mental illness
- Awareness of key mental health legislation and frameworks relevant to families and carers.
- Good written, verbal communication and interpersonal skills.
- Competent technology literacy skills and a sound knowledge of Microsoft office suite

## Qualification/Registrations/Licences (Mandatory)

- Certificate IV in Mental Health, Peer Work or equivalent qualification.
- Experience with group facilitation.
- Understanding of and commitment to human rights and social justice.
- Understanding of family violence.
- Understanding of trauma-informed care.
- Understanding of cultural diversity, intersectionality, marginalisation, and implicit bias.

## Qualification/Registrations/Licences (Highly regarded)

- Completion of, or commitment to complete, Intentional Peer Support Core Training.
- Disability Workers Exclusion Scheme Check prior to commencement of employment
- Current State based driving license.

## 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 as required.



## 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.