



Employee Position Description

Position Details		
Position Title: Peer Support Worker – headspace	Department: Mental Health and AOD	Agreement: Community Health Centre (Stand Alone Services) Social and Community Service Employees Multi Enterprise Agreement 2022
Reports To: Team Leader	Location: headspace Malvern, may be required to move across AccessHC sites	
Direct Reports: Nil	Employment Status: Permanent Part Time (0.5EFT)	Classification: SACS Level 4 (Paypoint dependent on experience)
Position Primary Purpose		
The headspace Peer Support Worker will work as a part of the multidisciplinary headspace teams at Hawthorn and Malvern to provide one-on-one and group-based support to young people aged 12-25 years at headspace Malvern. The headspace Peer Support Worker, will work in a team and be the first point of contact for young people wanting to access support to the headspace Centres. The role is critical in establishing trust, ensuring safety, and guiding young people into appropriate services. The Peer Support role is responsive and flexible and provides a warm and professional welcome to ensure the young person feels supported during their treatment journey. The Peer Support Worker will use their own lived experience of mental ill health and recovery, along with the Intentional Peer Support Framework, to support young people. Support may be provided in person or via telehealth and phone. Some off-site community engagement and after-hours work may be required.		

This position description provides a comprehensive, but not exhaustive, outline of the key activities of the role. AccessHC employees will therefore be expected to comply with manager's directions when and as required, which may include completion of duties not listed in this document.

Decision Making Authority		Key Relationships	
Decisions made independent of Manager As per AccessHC Delegation of Authority framework		Internal - headspace Hawthorn, Malvern and South Melbourne teams - AccessHC Mental Health, AOD and Wellbeing Connect Teams - GP and medical practice - headspace Youth advisory group	External - Family and friends - headspace National and other Centres - GPs and other health professionals - Aboriginal health services - Tertiary Mental Health Services - Consortium partners - Schools, universities, Child Protection, youth services and community groups/agencies
Key Accountabilities			
Focus Areas	Responsibilities		
Direct Service Delivery: Evidence-Informed Peer Support Services	- Provide one-on-one and group-based peer support to young people aged 12-25 years - Use your own lived experience of mental ill health and recovery to provide hope, information, support and advice to young people - Encourage and facilitate referrals for young people into internal and external services, and support young people to access online supports where appropriate - In line with the EMHSCA (Eastern Mental Health Service Coordination Alliance) Share Care Protocol, ensure that young people are able to participate in collaborative shared care, which includes (but not limited to): participation in care team meetings, development of collaborative care plans, sharing information with care team members and involving their family/friends in their care plan where appropriate - Engage with young people in the local community who may find it difficult to access/engage with services, including headspace priority populations - Develop and co-facilitate group support programs for young people aged 12-25 years - Provide support to young people who are on a waitlist for other services at headspace - Work within the scope of practice defined for the role and as agreed with the manager		

This position description provides a comprehensive, but not exhaustive, outline of the key activities of the role. AccessHC employees will therefore be expected to comply with manager's directions when and as required, which may include completion of duties not listed in this document.

Version No: 1	Last Updated: 27/8/26	Author: K.Vogel	Approved By: L.Weymouth-Wilson	Page 2 of 6
---------------	-----------------------	-----------------	--------------------------------	-------------

Key Accountabilities	
Focus Areas	Responsibilities
Networks, Liaison and Partnerships	• Actively participate and work cooperatively within the multidisciplinary team, collaborative partner organisations and with young people, family/friends, referrers and other stakeholders • Participate in relevant peer support networks • Develop and maintain appropriate networks and resources to enable the referral of young people to broader community services • With support from the Community Engagement Worker and other headspace staff, provide information sessions to the community as required • Encourage links, participation and on-going involvement between young people and their extended networks • Work within a systemic and family-inclusive framework to support systems/families so the young person can be supported in their environment • Represent headspace and AccessHC on relevant networks and committees as required in a professional and respectful manner
Quality, Reporting and Clinical Governance	• Participate in regular clinical and operational (line management) supervision as directed by the Manager • Participate in team meetings, intake and case review meetings • Inform the Team Leader, Senior Clinician, Senior Peer or Manager when duty of care or risk issues arise • Demonstrate good insight into your own mental health and well-being, and seek support as required • Maintain professional boundaries with young people • Develop practice knowledge and expertise through active learning within the team, and by engaging in professional and service development activities • Ensure clinical files are maintained to a high standard to facilitate good clinical management and accountability • Ensure all occasions of service, clinical outcomes and other reporting requirements are documented within required timeframes to a high standard • Comply with data collection standards, including use of HAPI • Participate in quality and service improvement activities to continually improve care, including service accreditation and the headspace Model Integrity Framework (hMIF) audits

This position description provides a comprehensive, but not exhaustive, outline of the key activities of the role. AccessHC employees will therefore be expected to comply with manager's directions when and as required, which may include completion of duties not listed in this document.

Key Accountabilities	
Focus Areas	Responsibilities
AccessHC Values	Through actions and behaviour, demonstrate AccessHC values of: <i>Equity</i> Collaboration Respect Quality Innovation
Governance and Compliance	• Act in accordance with AccessHC's policies, procedures and code of conduct, including the Child Safety Code of Conduct and the MARAM Family Violence framework • Deliver services in accordance with the headspace National framework and the headspace Clinical Practice Manual • Maintain updated and valid credentials in accordance with relevant legislation, professional body, registration and industry requirements as applicable to the position. • Participate in mandatory training requirements to support the delivery of a safe and effective service • Other relevant duties as negotiated with management
Workplace Health and Safety	• Act in accordance with health and safety policies and procedures at all times. • All staff are required to take reasonable care for their own health and safety and that of other personnel who may be affected by their conduct.

This position description provides a comprehensive, but not exhaustive, outline of the key activities of the role. AccessHC employees will therefore be expected to comply with manager's directions when and as required, which may include completion of duties not listed in this document.

Selection Criteria	
Mandatory selection criteria items • Police Check • International Police Check - if lived overseas for more than twelve months in past ten years • Working With Children Check • Driver's Licence - preferred Key selection criteria items • Identify as having a lived experience of mental ill health and/or alcohol and other drug use, and demonstrate current stability in recovery • Relevant training/qualifications in peer support (such as a Cert IV in Peer Support or accredited Intentional Peer Support Program) • At least two years' experience delivering peer support services in a paid or volunteer capacity (experience working with young people is preferred) • Ability to identify any risk issues and seek support from clinical staff where required • Understanding of the Intentional Peer Support model and its use in mental health services	Attributes we value • Genuine interest, ability and passion working with young people across the 12–25-year age group • Be willing to effectively, respectfully, and appropriately use your lived experience of mental health and/or AOD issues in your everyday work • Understanding principles of clinical risk, confidentiality, and rights and responsibilities of consumers within a community health and youth services context • Well-developed interpersonal and communication skills • Demonstrated ability to work creatively and respectfully with young people from a diverse range of social, cultural and ethnic backgrounds, including LGBTIQ+, culturally and linguistically diverse, and Aboriginal and Torres Strait Islander communities • Demonstrated ability to work independently and in a team environment • Demonstrated behaviours consistent with AccessHC values
Our Commitment to Diversity and Inclusion Access Health and Community is an equal opportunity employer committed to providing an inclusive working environment that embraces and values all people, regardless of cultural background, age, gender identity, sexuality or lived and living experience. We strongly encourage applications from Aboriginal and Torres Strait Islander peoples, people from culturally diverse backgrounds, people with disability, people of all genders and sexualities, and people with lived and living experience. We recognise the strength, resilience and ongoing contributions of First Nations peoples and are committed to advancing reconciliation through our employment, service delivery and organisational practices. All compliance requirements will be assessed on a case-by-case basis, and a criminal history does not automatically exclude an applicant from employment. All applications will be treated confidentially.	

This position description provides a comprehensive, but not exhaustive, outline of the key activities of the role. AccessHC employees will therefore be expected to comply with manager's directions when and as required, which may include completion of duties not listed in this document.

Authorisations	
Employee Name: Signature: _____ Date: / /	Manager Name: Signature: _____ Date: / /

This position description provides a comprehensive, but not exhaustive, outline of the key activities of the role. AccessHC employees will therefore be expected to comply with manager's directions when and as required, which may include completion of duties not listed in this document.