



Position Description

Position Title	Peer Worker
Reporting To	Clinical Services Manager
Employment Status	Permanent Full-Time
Classification	SCHADS Level 3
Team/Service	Medicare Mental Health Adelaide
Direct Reports	N/A
Date	October 2025

PROGRAM OVERVIEW

Medicare Mental Health (MMH) is funded by Adelaide Primary Health Network (APHN). MMH is an accessible and welcoming central intake and assessment service that will connect people to the most appropriate services that meet their identified needs. This may include a referral to a Medicare Mental Health Centre or satellite, other available local PHN-commissioned services, jurisdictional services, online or private services.

This is a phone-based service, taking direct incoming referral calls through an established 1800 mental health intake number. Utilising the Initial Assessment and Referral Decision Support Tool (IAR-DST) to support a nationally consistent evidence-informed initial assessment and referral process, the team is made up of clinical and non-clinical staff who receive enquiries and support people to reach the appropriate service. Choice and agency for consumers will be prioritised when connecting people to services.

POSITION OVERVIEW

Peer Workers (PWs) draw on their own life-changing lived experience of distress, trauma and/or substance use, and their journey of recovery and healing, to support consumers who face similar challenges to their health and wellbeing.

Guided by Intentional Peer Support (IPS) and the National Lived Experience Workforce Guidelines, PWs provide consumer-led emotional, social, and service support through one-on-one peer support,

facilitating peer-led groups, and transdisciplinary teamwork. In their work, they emphasise connection, mutuality and support consumers to explore worldviews and move toward what is meaningful to the consumer.

As well as purposeful use of personal lived experience, PWs draw on the broader collective Lived Experience history and social movements to explore and understand the impacts of stigma, discrimination and systemic harm. PWs play a vital role in continuous service improvement by integrating and elevating lived experience perspectives.

Drawing on strong relational and self-reflection skills, PWs apply the Lived Experience Lens perspective individual relationships, team processes, and service collaborations. As key members of transdisciplinary teams, PWs compliment and enrich the professional knowledge and skills of staff from other disciplines.

To support practice and professional growth, PWs engage in line management support, discipline specific supervision (where available), co-reflection, and peer community of practice. These structures nurture confidence, connection, and the development of peer work practice.

THE POSITION

Key position Responsibilities, Duties and Accountabilities

- Work within Neami’s Collaborative Relational Practice (CRP) Framework and IPS principles & tasks (training provided).
- Provide one-on-one peer support and facilitate peer groups, intentionally sharing lived experience in service of the consumer to build mutual relationships of curiosity, mutuality, and empathy.
- Draw on relational practice skills to validate, relate, and support consumers in recognising and developing their unique strengths and what they want to move towards, fostering hope, resilience, community connections, autonomy, and self-advocacy.
- Co-create safety with consumers and colleagues while respecting boundaries.
- Provide culturally sound support to consumers of diverse backgrounds and utilise interpreters when applicable.
- Support the consumer to apply emotional regulation skills and utilise de-escalation techniques during crisis such as suicidal distress and self-injury.
- Navigate additional services/supports or emergency response where required.
- Practice trauma informed care and understand social determinants on health and wellbeing.
- Connect consumers with other services and peer networks to address unmet needs and barriers plus facilitate warm referrals and service navigation.
- Complete documentation in a timely manner, using respectful holistic language in line with LE practice.
- Contribute to the team’s continuous improvement by sharing lived experience insights and closely collaborating with team members to provide a holistic approach to care.
- Engage in supervision, performance reviews, and professional development.

Program Specific –

- Provide welcome sessions for consumers accessing the program, gathering relevant intake data.
- Over a 12-week period, provide 4 service navigation follow up appointments with either individual, families and carers and use Lived Experience learnings and principles to offer practical and emotional support to foster connection, build skills, confidence and resilience
- Provide additional service navigation or care check support for individuals experiencing a complex mental health concern whom have been supported with an initial referral from MMH and are requesting a Lived Experience worker.
- Collaborate with consumers experiencing crisis to support their short-term needs.
- Understand protective factors and support consumers to explore what's meaningful for them.
- Enable co-learning relationship with students who are completing their placement within the organisation.

Records Management

- Ensure records management obligations are met, in accordance with Neami National policies and procedures. This includes the retention of hardcopy and/or electronic records and ensuring files are accurate and kept up to date.
- Commitment to understand service consumer data requirements and to collaborate with consumers to gather relevant data.
- Consideration of individual and aggregated consumer data to inform practice and continuous service improvement.

ORGANISATIONAL ACCOUNTABILITIES

- Act at all times in accordance with the Neami National Code of Ethics.
- Work in accordance with Neami National policies and procedures, including adhering to policies on Privacy and Confidentiality and Records Management.
- Follow safe work practices for self and others and comply with Neami National Occupational Health and Safety management processes.
- Ensure risks are identified, reported, documented and appropriately managed in accordance with Neami Group policies to ensure safe and effective services.
- Proactively work towards achieving individual and team goals, whilst demonstrating Neami National core competencies and values.
- Actively engage in Professional Development opportunities and embrace learning opportunities.
- Take an active role in promoting and generating quality improvements processes within your area of responsibility and more generally across the organisation.
- Have a commitment to promoting a diverse and inclusive environment for all staff, consumers and carers.
- Have a commitment to the safety and wellbeing of children and young people.

- Work in line with Neami Credentialling and Scopes of Practice Policy and related procedures, including working within your individual scope of practice.
- In addition to the position description accountabilities, all staff are expected to undertake any reasonable tasks as directed.

THE PERSON

Experience, Knowledge, Qualifications, Skills and Attributes

Essential

- Have a Certificate IV in Mental Health Peer Work (or currently working towards) or a personal lived experience of mental health challenges and journey of wellbeing recovery.
- Demonstrated experience using Lived Experience to support consumers with presenting mental health concerns.
- Demonstrated skills and ability to coordinate services and supports for consumers and their family, including capacity building and partnerships.
- Proven ability to maintain confidentiality and build trust to deal with sensitive and difficult situations in an empathetic manner.
- Experience working with community groups and organizations, particularly in the mental health sector.
- Highly developed consultation and interpersonal skills including ability to build influential and productive working relationships with stakeholders.
- Experience working with client information systems, maintaining accurate documentation and data collection.
- Proven ability to work autonomously and collaboratively within a team.
- Excellent verbal and written communication skills.
- Sound knowledge of the Microsoft Office Suite (including email and internet) and proven experience working in a computerised environment.
- Current Australian driver's licence and own insured vehicle
- A valid Working with Children Card
- National Criminal History Check
- Australian Working Right

Desirable

- Direct experience working in the mental health sector.

ACKNOWLEDGEMENT OF POSITION DESCRIPTION

This position description is current at date of approval. It may change from time to time to reflect operational needs and changes to organisational reporting relationships.

By signing your employment agreement, you acknowledge that you have read, understood and accept the responsibilities and accountabilities as outlined above in this position description.