

Position Description

Position Title:	Peer Support Worker
EBA / Award:	Social, Community, Home Care and Disability Services Industry Award
Classification:	Level 4 (Schedule B)
Reports to Operational:	Team Leader Wellbeing and Peer Support Services
Reports to Discipline:	N/A
Primary Site:	Geelong
Last updated:	November 2025

The Royal Commission into Victoria’s Mental Health System has challenged us to think beyond incremental improvement to deliver a mental health system that helps all Victorians live their best lives. In a region characterized by fragmentation, complexity, and access barriers, implementing the Greater Geelong and Borough of Queenscliff (GGQ) Local Mental Health and Wellbeing Service is a key step in realizing this goal.

The GGQ Local Mental Health and Wellbeing Service is delivered by a consortium of equal partners: Barwon Health, Wathaurong Aboriginal Cooperative Ltd, Wellways Australia and ERMHA365.

The GGQ Local Service is underpinned by positivity, hope and inclusion. No matter whether a consumer, carer or provider enters or seeks assistance via digital platforms, contact centre, or physical locations, the first engagement will always start with a simple question: “Welcome, how can we help?”. Drawing on established services, networks, and pathways, the GGQ Local Services provides seamless integration between local, area and wellbeing services for the benefit of consumers, carers, and providers. This is supported through standardised assessment tools, treatment and support processes, care plans and care coordination, colocation of services and regional navigational pathways.

The three core elements of our service are people, purpose and place.

People



- Lived experience is embedded across our model. People are welcomed and connected to people with lived experience and supported with wellbeing and clinical services to meet their needs
- Our multi-disciplinary teams integrate peer workers, mental health support workers and clinicians to support individuals to manage their co-occurring conditions
- Supports are tailored to a person's aspirations, their needs and unique circumstances

Purpose



- People of all abilities are welcomed, heard and supported to navigate and connect to others to meet their health, social, emotional and practical needs
- Through a strengths-based approach, our support enables people to make choices and to build and keep control over their lives.
- Services and supports are reliable, predictable and of high quality.
- A mix of wellbeing, clinical and social prescribing responses underpin 4thought's model.
- We support local providers and build local capability through our primary and secondary consultation model

Place



Our 'place' is:

- co-designed
- centrally located and a natural meeting place
- welcoming and warm
- accessible for people of all abilities, via the mode of their choice
- accessible by public transport
- safe, with client-focused signage and lighting that promotes safety

People will experience:

- Services and mental health and wellbeing supports that are reliable, predictable, high quality, trauma-informed and backed by evidence
- Warm referrals and communication on multiple platforms, phone, digital and face to face, in reach and outreach
- Programs, supports and referrals that address diverse needs, whether that be:
 - connecting people back to culture and country
 - family services, AOD and domestic violence support
 - housing support
 - community connections and networks
 - access to group supports (financial, mental health recovery symptom management, coping strategies, mindfulness)
- Flexible step-up and step-down supports as required



Position Summary

To respond to Community need, the Peer Support Worker will be required to work across the span of a 7-day roster, which is inclusive of public holidays and extended hours of operations. The Peer Support Workers provide 1:1 and group support to the consumers, and families and carers, of the Greater Geelong and Borough of Queenscliff (GGQ) Mental Health and Wellbeing Local Service (GGQ Local). Peer Support Workers work from an Intentional Peer Support framework and draw upon their own experiences to support consumers to understand their experience and aid recovery and self-management. If the consumer, family member or carer chooses peer support, their peer support worker will be with them throughout their journey at the GGQ Local.

A typical day for a Peer Support Worker would usually start in the office where you will review the existing support plan and case notes and plan for the day(s) ahead together with other members of the GGQ Local. Collaborating with other team members will be key to the way you design and deliver advocacy and support.

As a Peer Support Worker, you will work alongside individuals, developing trusting relationships to provide intensive support that enables consumers, and families and carers, to address their psychosocial, emotional and physical needs. This may involve supporting people at an initial assessment, throughout their clinical sessions, or any other aspects of their care at the GGQ Local.

Responsibilities

Key Functions	Key Performance Indicators
Provide peer support to consumers, families and carers	- Engage with participants and their families in an appropriate manner and maintain an ongoing supportive relationship, leveraging your lived experience where relevant - Design and develop case plans using a psychosocial framework to identify and assess needs - Provide assessments and support the development and review of support plans - Ensure the delivery of recovery focused support matched to participant need, including the facilitation and co-facilitation of groups - Enable formal and informal opportunities for participants and their families to contribute and shape the GGQ Local - Support participants and their families through the discrete program areas including referral, assessments, recovery planning, participation and exit, ensuring the process is streamlined and responsive to their needs - Participate in sharing essential expertise and consultation with the team - Prepare case notes and other documentation as required - Facilitate the reviewing and recording of participant outcomes
Work collaboratively with team members, service providers and	- Create links and relationships with local service providers, clinical mental health and/or other allied health professionals and services in order to assist with referral pathways and meeting the needs of participants - Represent the GGQ Local in a positive and professional manner when dealing with internal and external stakeholders - Build an understanding and awareness of potential risks and hazards ensuring that

the community	safety measures are identified and adhered to • Work to ensure the delivery of high-quality supports, through collaboration with internal and external work groups
Work with consortium partners	• Work collaboratively with the consortium partners in the GGQ Mental Health and Wellbeing Service • Facilitate constructive links with appropriate community and clinical services and resources through assessment and referral • Act as an advocate and mediator with other relevant services and professionals regarding the needs of consumers, carers and their families • Represent the GGQ Mental Health and Wellbeing Service in a positive and professional manner when dealing with internal and external stakeholders • Build an understanding and awareness of risks that are particular to working in the community, including the consumer's own home, and respond as appropriate
Other	• Maintain a high level of confidentiality when dealing with internal and external stakeholders • Actively participate in and contribute to your team and wider organizational initiatives • Undertake relevant training and professional development, including regular supervision, team meetings and reflective practice • Contribute to service delivery improvements • Fulfil responsibility to comply with relevant legislation, Government directives, policies, procedures and plans • Keep accurate and complete records of your work activities in accordance with legislative requirements and the department's records, information security and privacy policies and requirements • Take reasonable care for your own health and safety and for that of others in the workplace by working in accordance with legislative requirements and the department's OHS policies and procedures • Employee will be required to consent to their details being jointly held by Barwon Health and Wellways to allow access to relevant systems (e.g., electronic medical records, information systems, RiskMan)
Additional Information	• This position description may be modified from time to time due to organisational changes. Please note that roster patterns and working hours are subject to change based on operational requirements and service needs.

Essential Requirements, Knowledge, Experience and Skills

Qualifications & Essential Requirements	• Certificate IV in Mental Health Peer Work • Completed or willing to undertake Intentional Peer Support training • Possess a core understanding of a variety of models of practice which are complementary to supporting people with their mental health and wellbeing • Knowledgeable in accessing a range of relevant community resources, particularly in the areas of health, drugs and alcohol, legal, income support, employment and recreation • Approaches to crisis management / risk management within the context of supporting individuals with complex needs • Proven customer service in developing & delivering solutions to consumers, carers and families • Working collaboratively with multiple stakeholders to achieve outcomes where a degree of influence and negotiation is required Compliance • National Police Check • Current Working with Children Check-employment • Evidence of right to work in Australia • 100 points of identification • NDIS Orientation Module • Evidence of Booster COVID vaccination or valid medical exemption Desirable • Aboriginal, Torres Strait Islander, people living with a disability, and Culturally and Linguistically Diverse people are encouraged to apply
Skills	• Effective interpersonal and communication skills, including the ability to contribute positively within a team, influence and negotiate with others • Effectively use IT systems including Microsoft Office and CRM systems • The ability to approach problem situations creatively, to be resourceful and reflective • Team planning including optimizing rostering and scheduling
Collaboration	• Build and maintain positive relationships with consumers, carers, and community members • Build relationships across the partner organizations and service delivery people involved in the service to support team cohesion and to ensure all service planning, interventions, reviews and discharge are led by consumer choice and consistent with the principle ‘nothing about us without us’ • Build cooperation and overcome barriers to information sharing and communication across the team • Share lessons learned across the team • Create opportunities for others to be heard, listen attentively, and encourage them to express their views

	Seek contributions and ideas from people with diverse backgrounds and experience
Consumer Focus	- Ensure an excellent standard of service is offered by partnering with consumers and/or carers and the community at all levels of health care provision, planning and evaluation. - Demonstrate a commitment to the consumer 'Charter of Healthcare Rights.' - Maintain a professional and friendly approach in all interpersonal communication with, consumers, carers, families, and colleagues. - Recognise and respond to the needs and requirements of each individual consumer and/or carer. - Ensure all service planning and delivery is inclusive of families and carers as far as practicable. Ensure family/carers are offered their own recovery planning and services
Commitment to reconciliation	- Demonstrates commitment to reconciliation - Work towards create culturally aware and safe services for First Nations Community Members

Additional Information

This position description may be modified from time to time to reflect organisational changes. Any changes will be discussed and agreed with the incumbent.

Financial Delegation: As per delegation schedule

People – Number of Directs: 0

Travel Percentage: As required

On Call: n/a