



## Position Description

<b>Position Title</b>	Peer Worker
<b>Reporting To</b>	Service Manager
<b>Employment Status</b>	Full Time Permanent
<b>Classification</b>	SCHADS Level 3
<b>Team/Service</b>	Living and Learning Centre, Ipswich QLD
<b>Direct Reports</b>	N/A
<b>Date</b>	May 2026

### PROGRAM OVERVIEW

---

The Living and Learning Centre is funded by the Darling Downs and West Moreton PHN as part of a stepped care approach to meeting the mental health needs of the community. It provides clinical and psychosocial support to individuals experiencing severe and/or complex mental health issues. The centre supports individuals 16 years and over, living in the Ipswich, Lockyer Valley, Scenic Rim or Somerset Region. The service usually operates Monday to Friday, 8.30am-5pm.

The team is made up of clinicians and peer coaches that work collaboratively to support consumers accessing our service. This includes centre based and outreach one to one support, as well as facilitation of various self-development group programs. In addition to living and learning centre supports, the team also deliver groups out in community.

### 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.

### **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***

- Personal lived experience of distress, trauma, and/or substance use, with a focus on healing/recovery and the ability to purposefully use lived experience learnings to connect with and support others.
- Strong emotional resilience including the ability to sit with discomfort, distress and people in crisis.
- Ability to work autonomously, adapt communication to diverse need and maintain confidentiality.
- Ability to self-reflect, take on feedback to grow practice skills and engage in personal and professional development.
- Strong verbal and written communication skills plus computer literacy.
- A valid Working with Children Check.

***Desired***

- Intentional Peer Support core training, Cert IV Mental Health Peer Work, Hearing Voices training, group facilitation experience or similar.
- Previous experience in a designated Lived Experience role.

**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.