

Position Description

May 2026

Position Details

Position Title	Peer Support Worker (PSW) – Walking Beside (WEB) Project
Employment Type	0.4 EFT, 12-month Fixed Term (2 x Positions)
Exemption	This position is only open to women and gender diverse people (i.e., people who identify as women and people whose gender identity does not align with the gender assigned at birth, including trans, non-binary, agender, intersex and other gender diverse individuals; not including individuals for whom their biological sex and gender identity is male). EOE H319/2022
Location	Currently located at Women's Health In the North (WHIN), Level 2, 266 Raglan Street, Preston. Flexible working arrangements can be negotiated.
Reports to	The PSW is a member of the Northern Integrated Family Violence Services (NIFVS) Team, and reports to the NIFVS Principal Strategic Advisor

Organisational Context

WHIN is the women's health promotion, prevention of violence and advocacy organisation for the northern metropolitan region of Melbourne (NMR). WHIN is a not-for-profit member-based organisation committed to improving the health, safety and wellbeing of women and gender diverse people.

WHIN works to eliminate gender inequalities and improve the health, safety and wellbeing of women, trans and gender diverse people. We do this through leadership, advocacy, workforce development, research and strategic partnerships.

WHIN have partnered with the University of Melbourne and Berry Street Yooralla as key partners in the Walking Beside (WEB) Project. As the contracted fund holder and lead organisation for the NMR, WHIN will employ two part-time Peer Support Workers (PSWs) to deliver trauma- and violence informed support to people experiencing family violence participating in the project.

These Peer Support Workers will be supported in their roles by the Northern Integrated Family Violence Services (NIFVS) Team at WHIN and Berry Street Family Violence Services. Through the project, PSWs will be provided with training, Communities of Practice, and ongoing support to fulfill the requirements of the role.

Walking Beside (WEB) Project

The University of Melbourne is leading the Walking Beside (WEB) Project, a research initiative aimed at strengthening the capacity of primary care services (general practice) to respond effectively to people experiencing family violence. Through a Randomised Controlled Trial, the project will evaluate whether early intervention in primary care can improve the health, safety, and wellbeing of affected individuals and families.

As part of this initiative, the Peer Support Program will provide eligible participants with personalised support from trained Peer Support Workers (PSWs). WHIN is recruiting **two** part-time (0.4FTE) PSWs—women and gender diverse people with lived and/or living experience of Domestic, Family and Sexual Violence (DFSV)—to deliver trauma-and-violence-informed, relational, and strengths-based support to women, trans and gender diverse people who are not at immediate risk of harm.

Position Summary

Key Objective

The Peer Support Worker (PSW) position is a lived-experience, non-clinical role that provides informal, trauma- and violence-informed support to women and gender-diverse people experiencing family violence. The PSW is not a social worker or specialist family violence practitioner and does not provide risk assessment or therapeutic intervention. Instead, the role centres on connecting around shared lived experience, offering psychosocial education, providing information and advice, and supporting participants to navigate the health, social, and community service systems. PSWs use their lived experience ethically and intentionally to support connection, validation and trust, with the role focussing on building trusting, respectful relationships that centre connection, validation, empowerment and self-determination.

Working under the guidance of the Principal Strategic Advisor and Berry Street Coordinator, the PSW will meet regularly with participants to help them understand available services, make warm referrals, and promote connection with appropriate supports. Where concerns arise about a participant's safety or level of risk, the PSW is responsible for referring the participant to a specialist family violence service in line with organisational protocols.

This position forms part of a research project led by the University of Melbourne that aims to strengthen early intervention responses for victim-survivors and people experiencing family violence within primary care settings. The PSW will contribute to this work by offering peer-based insights and supporting improved pathways to safety and wellbeing.

Key Result Areas	
Key Responsibilities	<ul style="list-style-type: none"> • Provide person led trauma-and violence-informed peer support to women, trans and gender diverse people participating in the WEB program. • Meet with participants through safe, agreed-upon contact methods to build respectful and trusting relationships. • Support participants to identify goals and navigate health, social and community services. • Maintain strong professional boundaries, including confidentiality and limits of the role. • Facilitate warm referrals and work alongside primary health care providers to promote safety and wellbeing. • Document all interactions accurately, respectfully and in a timely manner. • Participate in required training, Communities of Practice, and research activities. • Use lived experience ethically and intentionally to support connection, validation and trust. • Undertake other duties consistent with this role and as directed by the line manager.
Interpersonal	<ul style="list-style-type: none"> • Build a trusting, respectful relationship with participants that centres connection, validation, empowerment and self-determination. • Clearly explain the PSW role, scope boundaries and the number of sessions available. • Provide transparent information about documentation, privacy, and the limits to confidentiality, including obligations to escalate concerns. • Support participants to identify goals and work collaboratively to navigate services that align with those goals. • Create a safe space, non-judgmental, pressure free environment for participants to share at their own pace. • Affirm participants' strengths, protective factors, and capacity for change. • Draw on your own lived experience thoughtfully and safely, and with clear professional boundaries, ensuring it benefits the participant.
Partnerships and Project Administration	<ul style="list-style-type: none"> • Make warm referrals to relevant services, including family violence services, housing supports, financial counselling, mental health services, culturally specific programs, child/family services, and social-connection supports. • Work collaboratively with primary health care clinicians and family violence services while maintaining a non-clinical peer role. • Recognise indicators of risk and follow protocols to connect participants to specialist family violence services for formal risk assessment and safety planning. • Maintain accurate, respectful, and timely records. • Participate in WEB project activities as required.

Key Selection Criteria

<p>Essential</p>	<ol style="list-style-type: none"> 1. Lived Experience: You have lived or living experience of domestic/family violence and/or sexual violence and can use this insight where appropriate to support others safely and respectfully. 2. Empathy & Integrity: You can build genuine, trusting relationships while keeping clear professional boundaries. 3. Inclusive Practice: You can engage with participants from diverse gender, cultural, linguistic, and social backgrounds in a non-judgemental and culturally respectful way. 4. Using Lived Experience Safely: You can draw on your own story in thoughtful and helpful ways that centre WEB project participants. 5. Teamwork & Collaboration: You can work respectfully with health workers, service providers, and other professionals. 6. Self-Awareness & Care: You can reflect on your strengths and limits, prioritise your own wellbeing, and seek supervision when needed. 7. Willingness to Learn: You are committed to participating in training, Community of Practice sessions, and research activities related to the WEB Project.
<p>Desirable</p>	<ul style="list-style-type: none"> • Other Languages: Ability to speak languages such as Arabic, Mandarin, French, Dinka, Hindi, Pashto, Urdu, Bengali, or Sinhala. • Local Knowledge: Understanding of, and/or familiarity with, Melbourne's Northern Metropolitan Region. • Relevant Experience: Any previous peer support work (formal or informal), or experience in health, education, community work, or human services – including volunteer roles. • Driver's Licence: A Victorian Driver's Licence is helpful but not essential.

Remuneration

All WHIN staff are employed under the conditions set out in its Employment Agreement (EA).

This role is classified equivalent to a Level 3.1 in the Social, Community, Home Care and Disability Services Industry Award 2010 (SCHADS).

As per WHIN's current EA, staff are paid 3% above award (exclusive of Superannuation).

Benefits

- Salary 3% above the award
- Flexible working arrangements including the ability to work from home
- The organisation offers employees the opportunity of salary packaging of up to \$16,050 per annum (\$30K grossed up). Salary packaging increases the value of the net salary (depending on personal taxation situation). (Salary packaging is subject to legislative requirements and in accordance with WHIN's policy.)

- In addition to four weeks annual leave staff are granted a further three days leave (grace-in-favour days) across the Christmas/New Year period
- Generous personal leave arrangements
- Time-in-lieu policy

Performance Monitoring

All new appointments are subject to a six-month probationary period.

Regular supervision is provided by WHIN, during which workload and performance are monitored.

WHIN conducts yearly performance review and appraisals.

Application Details

Please provide a CV and a one-to-two-page statement that outlines why you would be suitable for this position. Your statement should explain how you meet each of the key selection criteria and why you are interested in the position.

During the recruitment process, we will ask preferred applicants to provide referees.

Women, trans and gender diverse people from migrant, refugee, LGBTIQ+ and Aboriginal and Torres Strait Islander communities are encouraged to apply. We welcome applications from people with disability and are committed to creating an accessible, inclusive and supportive workplace for all WHIN staff. Recruitment and workplace adjustments are available on request.

International applicants must confirm that they possess the relevant Australian work permits.

CLOSING DATE FOR APPLICATIONS: 3 June 2026.

Applications will be assessed as they are received and this position may close early.

Further Information

WHIN is committed to Child Safe principles and takes a zero-tolerance approach to harm. Successful applicants will be required to undergo a police check and obtain a Victorian Working with Children's Check.

We aim to ensure every individual is treated with dignity and respect, regardless of their cultural background, ability, ethnicity, gender identity, sexual orientation, spirituality or religion.

If you have specific queries about this position or would like support in completing your statement, please contact NIFVS Principal Strategic Advisor, Britt Baillie at Britt.B@whin.org.au