

## Position Description

<b>Position Title</b>	Peer Worker – Youth Services
<b>Reporting To</b>	Clinical Service Manager
<b>Employment Status</b>	Permanent Part time (0.6FTE)
<b>Classification</b>	SCHADS Level 3
<b>Team/Service</b>	YFlex, Burswood
<b>Direct Reports</b>	Nil
<b>Date</b>	June 2026

### PROGRAM OVERVIEW

Neami's Youth Enhanced Services (YES) is funded by the Perth South Primary Health Network (PHN). YES provides transdisciplinary clinical and recovery focused support to young people aged 12–25 with moderate to severe mental health needs. The program supports young people whose mental health needs are greater than what primary care can provide, but who face barriers to accessing or sustaining engagement with ongoing specialist services.

The service is youth-centred, trauma-informed, flexible and inclusive, operating across four sub-regions in Perth South (Fremantle/Melville/Cockburn, Armadale/Gosnells/Canning, Rockingham/Kwinana, and Mandurah/Peel). YES offers outreach and centre-based services, including family-inclusive support, peer work, clinical intervention, care coordination, and system navigation.

YES is co-designed with local young people, families and services, and integrates strong partnerships with headspace, CAMHS, GPs, community organisations, schools and tertiary providers.

### POSITION OVERVIEW

Peer Workers – Youth Services (PWs) draw on their own life-changing lived experience of distress and/or trauma and their journey of recovery and healing to support young people who face similar challenges to their health and wellbeing.

Guided by Intentional Peer Support (IPS) and the National Lived Experience Workforce Guidelines, PWs provide youth-led emotional, social, and service support through one-on-one peer support (onsite or outreach), facilitating groups, and transdisciplinary teamwork. In their work, they emphasise connection, mutuality and support young people to explore worldviews and move toward what is meaningful to the young person.

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 identity, intersectionality, 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 perspective to 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**

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### ***Key position Responsibilities, Duties and Accountabilities***

- Work within Neami’s Collaborative Relational Practice (CRP) Framework and IPS principles & tasks to build empathic, mutual relationships with young people.
- Draw on relational practice skills to support young people to recognise and develop their unique strengths and what they want to work towards.
- Apply knowledge and understanding of the complexities of family systems, experiences of family and domestic violence
- Practice trauma informed care and have an understanding of social determinants of health and wellbeing.
- Seek to learn about the young person’s interests, strengths, their connections and work together with the young person to build their confidence and capacity to be part of their community.
- Support young people to participate in recreation activities and the cultural life of the community, thereby developing their interpersonal and independent living skills.
- Support young people to gain a sense of empowerment over their lives, building self-advocacy.
- Support young people in accessing appropriate information and resources.
- Co-create safety with young people and colleagues, respecting boundaries and providing culturally responsive support.
- Support the young person 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.
- Complete documentation in a timely manner, using respectful language in line with Lived Experience 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 for the young person and their identified support people and in team reflective practice.
- Engage in supervision, performance reviews, and professional development.
- Assist the team to regularly evaluate the effectiveness of the service in consultation with young people.
- Facilitate site visits for young people considering participation in the program.
- Plan, facilitate and evaluate recovery groups ensuring the young person’s needs and vulnerabilities are supported.
- Attend weekly intake meeting where young people’s referrals are reviewed, and their eligibility/suitability for the program is determined.
- Undertake an initial assessment with the young person to understand more about them and how this can support their participation in the program.
- Provide appropriate outreach support to young people.
- Enable co-learning relationship with students who are completing their placement within the organisation.
- Support the safety and wellbeing of the young people including daily welfare check ins.
- Support young people in self-advocating for government benefits and service supports.
- Deliver carer and family identified support groups as required.

### **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**

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- 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**

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### **Experience, Knowledge, Qualifications, Skills and Attributes**

#### ***Essential***

- Personal lived/living experience of mental health distress and/or trauma with a focus on healing/recovery and the ability to purposefully use lived experience learning to connect with and support young people.
- Strong emotional resilience including the ability to sit with discomfort, distress and young 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
- A Current Australian Drivers Licence

#### ***Desired***

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

## **ACKNOWLEDGEMENT OF POSITION DESCRIPTION**

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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.