Position Description

Position Title	Peer Worker
Reporting To	Senior Service Manager
Employment Status	Full Time, Permanent
Classification	SCHADS Level 3
Team/Service	Western Sydney
Direct Reports	N/A
Date	June 2026

PROGRAM OVERVIEW

The Community Living Supports (CLS) Program provides community-based psychosocial support to people with severe mental health conditions so that they can live independently in their communities. It is a holistic and culturally responsive service that builds on the strengths and aspirations of people with severe mental health conditions, working together to create and achieve meaningful goals and personal change. We work with people who sit between acute responses and longer-term support, and who benefit from flexible, community-based assistance that responds to the full context of their lives. By taking a holistic wellbeing approach to these interconnected challenges, we help people build strategies that strengthen their wellbeing and achieve the outcomes that matter to them.

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.
- Plan, facilitate and evaluate peer group programs in collaboration with other team members or connect consumers to peer groups.
- Provide outreach support to consumers while maintaining safety.
- Support consumers in self-advocating for government benefits and service supports.
- Support consumers to complete self-assessments as required.
- Work in collaboration with consumers in all aspects of care coordination including working with other community partner organisations to deliver best possible comprehensive service to consumers.

- Understand protective factors and support consumers to explore what's meaningful for them.
- Support consumers to develop their independence.
- Accompany consumers to appointments, using these times as opportunities to deepen connection and mutual understanding.

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.