

Position Description

Position Title	Peer Worker – Suicide Prevention
Reporting To	Service Manager- Lived Experience
Employment Status	Part Time 0.5 FTE
Classification	SCHADS Level 3
Team/Service	Strathpine – Safe Space
Direct Reports	NA
Date	July 2026

PROGRAM OVERVIEW

The Strathpine Safe Space is part of a network of Safe Spaces across the Brisbane North Region, funded by the Brisbane North Primary Health Network. Safe Spaces have been created as an alternative service in response to growing emergency department presentations and recognition that this environment is not designed for individuals experiencing crisis.

Safe Space is an inclusive, welcoming and supportive environment for people experiencing emotional distress. The service is Peer-led and staffed by peer workers (people with their own lived experience of suicide and/or distress) working alongside clinicians. The team work together to support visitors to explore and make sense of their distress, create safety plans, problem-solve and connect guests with other services.

The Strathpine Safe Space operates on a five-day rotating roster with an afternoon /evening shift (approx. 4:30 p.m. – 10:30 p.m.) Tuesday-Friday, and Saturday/public holiday shifts (approx. 2-8 pm). The space is closed Sunday and Monday.

POSITION OVERVIEW

Peer Workers (PWs) draw on their own lived experience of distress, crisis, suicidality and/or suicide attempt and journey of healing to instil confidence and hope in others.

Guided by Intentional Peer Support (IPS) principles and the National Lived Experience Workforce Guidelines, PWs provide person-led emotional, social, and service support through one-on-one peer

support. In their work, they emphasise connection, mutuality and sharing power to support consumers to explore worldviews and move toward what is meaningful to them.

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 perspective to individual relationships, team processes, and service collaborations. As key members of transdisciplinary teams, PWs compliment and enrich the knowledge and skills of staff from other disciplines and the care provided to consumers.

To support practice and professional growth, PWs engage in line management support, discipline specific supervision, co-reflection, and peer communities of practice. These structures nurture confidence, connection, and the development of the peer discipline.

THE POSITION

Key position Responsibilities, Duties and Accountabilities

- Work within Neami's Collaborative Relational Practice (CRP) Framework and IPS principles (training provided).
 - Provide one-on-one peer support, intentionally and purposefully sharing lived experience with consumers and drawing on relational practice skills to build mutual relationships of curiosity, trust, mutuality.
 - Draw on strengths-based practice skills to support consumers to recognise and develop their unique strengths and what they want to move towards, fostering hope, resilience, community connections, autonomy and self-advocacy.
 - Provide support that is trauma-informed, culturally responsive, safe and appropriate and that supports guests to make sense of and transform distress.
 - Have an understanding of the social determinants of health and wellbeing.
 - 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.
 - Actively build and maintain relationships with key health and community stakeholders
 - Complete documentation in a timely manner, using respectful language.
 - Contribute to the team's continuous improvement by sharing lived experience perspectives and closely collaborating with team members to provide a holistic approach to care.
 - Engage in line management, performance reviews, discipline-specific supervision, co-reflection, communities of practice and professional development.
 - Provide support that is culturally responsive, safe and appropriate and that support guests to make sense of and transform distress
 - Work collaboratively within a multidisciplinary team
- Understand protective factors and support consumers to explore what's meaningful for them and co-design personal safety plans for the next 24- 72 hours with consumers and allies to leave with
- Make follow up calls with people after they have accessed the space

- Support service navigation and where appropriate, warm referrals to connect consumers with other services that can further support them
- Understand protective factors and support consumers to explore what's meaningful for them. |

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.
- Ensure records management processes are followed, including the supervision of files and facilitating training when required.
- Foster a culture of learning and evaluation founded on routine monitoring and evaluation activity.
- Commitment to generate knowledge through fostering research and evaluation activities.
- Use of routine data (quantitative and qualitative) to monitor consumer experience, change and service impact over time.
- Commitment to involvement of people with relevant lived experience in the selection and operationalisation of measures of consumer outcome and experience.
- Capacity to read and interpret analysed consumer data reports and translate learnings into practice.
- Use of data aggregated at service, regional, state, and national levels for learning, strategic planning and decision making, advocacy and promotion.

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/living experience of distress, crisis, suicidality and/or suicide attempt and journey of healing and ability to apply learnings as your primary way of working
- Strong emotional resilience including the ability to sit with discomfort, distress and people in crisis.
- Ability to work autonomously
- Ability to adapt communication styles to respond to diverse needs.
- Ability to self-reflect, take on feedback to grow practice skills and engage in personal and professional development.
- Ability to establish professional relationships that have clear boundaries with consumers, staff and partner organisations.
- Proven ability to maintain confidentiality and build trust to deal with sensitive and difficult situations.
- Strong verbal and written communication skills plus computer literacy.
- A Valid Working with Children's check (Bluecard)
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Desired

- Intentional Peer Support core training, Cert IV Mental Health Peer Work, Hearing Voices training 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