

Position Description

Title	Alcohol and Other Drug (AOD) Peer Support Worker
Business unit	Mental Health and Wellbeing Locals Service
Location	1 Danaher Drive, South Morang
Employment type	Full/Part Time, Fixed term This role requires some availability to work until 6pm on two days per week to meet service delivery needs.
Reports to	Team Leader Integrated Care Manager AOD Clinical Services and Partnerships

About Uniting

Uniting Vic.Tas is the community services organisation of the Uniting Church. We've been supporting people and families for over 100 years. We work alongside people of all ages in local communities in Victoria and Tasmania. Our services reach to Albury-Wodonga in the north, Mallacoota in East Gippsland, the Wimmera region in the west, and across Tasmania.

We empower children, young people and families to learn and thrive. We're there for people experiencing homelessness, drug and alcohol addiction or mental illness. We support people with disability to live the life they choose. We assist older people to maintain their independence and enjoy life. We provide opportunities to access training and meaningful employment. We're proud to welcome and support asylum seekers to our community. We work to empower people with the information, skills and tools they need to live a healthy, happy life.

As an organisation, we work in solidarity with Aboriginal and Torres Strait Islander people as Australia's First Peoples and as the traditional owners and custodians of this land.

We celebrate diversity and value the lived experience of people of every ethnicity, faith, age, disability, culture, language, gender identity, sex and sexual orientation. We welcome lesbian, gay, bisexual, transgender, gender diverse and non-binary, intersex, and queer (LGBTIQ+) people at our services. We pledge to provide inclusive and non-discriminatory services.

Our purpose: To inspire people, enliven communities and confront injustice
Our values: We are imaginative, respectful, compassionate and bold

1. Position purpose

The Whittlesea Mental Health and Wellbeing Locals (WMHWL) service is an innovative approach created in response to the recommendations of the Royal Commission into Victoria's Mental Health System. Delivered by Neami in partnership with Uniting and Drummond Street Services, the service provides a "no wrong door" entry point so that people in the community can be supported to connect with the right care at the right time. The service takes a holistic view of wellbeing, recognising that recovery and healing are shaped by social, physical, and emotional needs. Guided by the Collaborative Recovery Model (CRM), the service places lived experience at the centre of its design and delivery. This means the voices, insights, and expertise of people with lived and living experience of mental health challenges, alcohol and other drug use, and recovery are valued as essential to shaping care and building trust.

The Alcohol and Other Drugs (AOD) Peer Support Worker will draw on their own lived and living experience of substance use, recovery, and healing to walk alongside people navigating similar challenges. They will collaborate with AOD clinicians, mental health clinicians, other peer workers,

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and community partners to create safe, inclusive, and empowering support. Through sharing experiences, offering hope, and providing practical support, the AOD Peer Support Worker will help people build confidence, strengthen connections, and work towards their goals for recovery and wellbeing.

2. Scope

Budget: Nil

People: Nil

3. Relationships

Internal

- Program Staff
- Uniting Employees
- Uniting Volunteers

External

- Mental Health and Wellbeing Service staff from Neami and Drummond Street Services
 - Consumers, Families, Guardians and other support people
 - GP's
 - Allied Health and Community Services
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4. Key responsibility areas

Service delivery

- Provide lived experience support via outreach, in reach, and telehealth to assist consumers to reduce harm and achieve their substance use goals.
- 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.
- Work within a harm reduction framework, which includes family inclusive practice and dual diagnosis support principles.
- Support consumers with the implementation of their individual support plan and provide lived experience perspectives on coping mechanisms and strategies to address their AOD associated goals.
- 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.
- Understand protective factors and support consumers to explore what's meaningful for them.
- Navigate additional services/supports or emergency response where required.
- Practice trauma informed care and understand social determinants on health and wellbeing.
- 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.

Collaboration and partnerships

- Build genuine, respectful relationships with team members, other peer workers, and external partners, drawing on lived and living experience to support people to feel understood, included, and connected.

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- Advocate for recovery-focused and person-centred AOD care by sharing lived experience insights, raising awareness, and challenging stigma to promote safer and more respectful practices across services and community settings.
- Work within Neami's Collaborative Relational Practice (CRP) Framework and the principles and tasks of Intentional Peer Support (IPS), modelling values of empathy, mutuality, and shared learning.
- Support smooth and consistent experiences of care for people accessing the service by collaborating with partner agencies and contributing to co-designed service approaches.
- In consultation with program leadership, contribute to building and sustaining meaningful community partnerships that amplify lived experience voices in service planning and delivery.
- Work alongside stakeholders to embed a co-designed, recovery-focused approach to AOD support that reflects the needs, strengths, and aspirations of people experiencing substance related harms.
- Communicate openly and regularly with leadership, program staff, Uniting colleagues, and referral partners to strengthen collaboration and continuity of care.
- Participate in team planning, steering groups, reference groups, and working parties, offering a lived experience perspective to ensure services remain inclusive, responsive, and recovery focused.

Quality and risk

- Actively participate in regular supervision processes, participate in staff meetings, program planning, professional development sessions and staff training as required. Participate in Individual Performance and Development Review.
- Contribute to a workplace environment and culture that supports a diverse workforce, develops teamwork and ensures the provision of quality services for consumers.
- Participate in regularly evaluating the effectiveness of the service in consultation with consumers.
- Collect, collate and maintain case file notes within the Client Management System and other required systems in an accurate and timely manner.
- Ensure records management obligations are met, including the proper retention of hardcopy and/or electronic records and ensuring files are accurate and up to date.
- Complete all organisational accountability and reporting requirements in an accurate and timely manner.
- Contribute to Continuous Improvement activities, accreditation processes and quality improvement processes.
- Contribute to further development of best practice by informing policies and project submissions where appropriate.

Personal accountability

- Compliance with Uniting's values, code of conduct, policies and procedures and relevant government legislation and standards where relevant.
- Cooperate with strategies to actively ensure the safety, protection and well-being of children who come into association with us.
- Ensure appropriate use of resources.
- Work collaboratively with Uniting (Victoria Tasmania) employees and external stakeholders in accordance with Uniting's values and professional standards of behaviour.
- Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace.
- Identify opportunities to integrate and work collaboratively across teams.
- Take reasonable care for your own health and safety, and health and safety of others (to the extent required).
- Promote a positive safety culture by contributing to health and safety consultation and communication.
- Promptly respond to and report health and safety hazards, incidents and near misses to line management
- Attend mandatory training sessions (i.e. equal employment opportunity, health, and safety) and mandatory training specific to position.
- Declare anything that you become aware of through the course of your engagement which may impede your suitability to work with children and/or young people.

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- Declare any potential or actual conflict of interest that you become aware of through the course of your engagement:
 - Based on a relationship with a current member of Uniting's workforce
 - Based on my ongoing work with another organisation
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5. Person specification

Qualifications

- Certificate IV in AOD or Alcohol and Other Drug core competencies (or willingness to complete the core competencies within the first 24 months of employment)
- Intentional Peer Support training (or willingness to complete within the first 12 months of employment)

Experience

- A lived experience of substance use and accessing public AOD services.
- Demonstrated ability in effectively working with consumers and families experiencing problematic alcohol and other drugs use in a respectful, compassionate, and positive manner.
- Experience working in a similar role (or an AOD/MH support worker role) is desirable but not essential.
- Strong emotional resilience including the ability to sit with discomfort, distress and people in crisis.
- Ability to work autonomously, adapt communication to diverse needs 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.

Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting's values.
 - Demonstrated ability to provide safe environments for children and young people and protect them from abuse and neglect.
 - Proven ability to effectively work with people and families experiencing problematic alcohol and other drugs use in a respectful, compassionate and positive manner.
 - Demonstrated understanding of community-based interventions for reducing alcohol and drug related harm.
 - Proven ability to work with a range of people and organizations (including specific work groups such as Aboriginal, CALD and Forensic consumers).
 - A demonstrated commitment to teamwork and the ability to take appropriate individual and team responsibility for the welfare of consumers.
 - Ability to convey warmth, openness, empathy and concern for the welfare of consumers.
 - Demonstrate capacity to engage in collaborative, problem solving behaviour to support consumers and colleagues.
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6. Assessment criteria summary



Essential criteria = Bold text *Desirable criteria* = Italic text Additional criteria = Regular text

7. We are a child safe organisation

Uniting is a child safe organisation and is committed in everyday practice to ensure the safety and wellbeing of all children, at all times. As a child safe organisation, employment with Uniting is subject to a satisfactory national (and international where relevant) police check and relevant Working With Children Check (and NDIS Worker Screening Check where relevant) to your State prior to commencement of any paid or unpaid work and/or participation in any service or undertaking.

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This position description is subject to review and may change in accordance with Uniting’s operational, service and consumer requirements.

8. Acknowledgement

I have read, understood, and accepted the above Position Description

Employee

Name:

Signature:

Date: