

eheadspace Team Leader – Peer Work

\$100,000.00 to \$112,000.00 + super + not-for-profit salary benefits.

- Lived Experience Leadership
- Part Time Shift Work Role
- Lead a team of passionate Online Peer Workers to use their experiences of mental health challenges, help-seeking and recovery to support young people and families through groups and 1-1 peer support services
- Supportive remote work environment where you can work from anywhere in Australia
- Part time 0.8FTE Max Term until August 2027.

Summary

As part of the eheadspace leadership team, the eheadspace team leader -Peer Work is responsible for leadership and line management of peer workers who deliver peer work services to Young People and Family via 1-1 and group settings. The eheadspace Team Leader – Peer Work is responsible for the coordination, management, and oversight of peer work shift activities and works in collaboration and close alignment to the clinical team. The eheadspace Team Leader – Peer Work will also contribute their lived expertise to projects, initiatives and quality improvement within the organisation.

about headspace

headspace is Australia's leading youth mental health organisation established to improve the wellbeing of young people aged 12 to 25. Through our national programs, partnerships, and support for the headspace network, we help young people and their families navigate mental health, work, and study challenges with confidence. We strive to create environments where every young person feels empowered, supported, and able to thrive. Learn more at headspace.org.au.

The Digital Mental Health Program - eheadspace provides online mental health and wellbeing support to young people and families across Australia, every day 3pm – 10pm in everyday in every state and territory, providing both clinical and peer work services.

why you'll love working with us

At eheadspace, you will be part of a purpose-driven national service supporting young people and families to access timely, inclusive and developmentally appropriate care. You will work in a supportive remote environment, alongside a multidisciplinary team, with access to peer supervision, professional development and employee wellbeing supports.

You will also be eligible to access headspace benefits including:

- Additional shift penalties of 115% for shifts that finish after 7.30 pm Monday - Thursday and 150% penalties for Friday to Sunday shifts that finish after 7.30 pm
- Additional leave for shift workers who work regularly on weekends
- Not-for-profit salary packaging, up to the maximum \$15,900 per FBT year
- 15 days personal leave
- 20 days annual leave

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- 14 weeks paid parental leave
- Remote position with occasional requests to attend the Melbourne Office
- Access to EAP
- Access to professional development

what you'll do

As the eheadspace team leader- peer work you will work with the eheadspace services manager, to lead the peer work stream at eheadspace.

Working in this role, you will:

- Lead, inspire and develop a passionate and dedicated team of online youth and family peer workers
- Support a nationally dispersed fully remote Peer Worker workforce to deliver safe, high-quality, and youth-centred digital mental health services that are grounded in peer work principles of mutuality, connection, shared experience, hope and recovery orientated practice
- Deliver direct services to young people or families in both 1-1 and group settings
- Drive workforce capability, facilitate reflective peer practice and peer supervision
- Support the integration of lived expertise and peer work practices across eheadspace and DMHP
- Contribute to the achievement of eheadspace and Digital Mental Health Programs (DMHP) objectives through service development, quality improvement initiatives, and broader organisational projects and initiatives, providing a lived experience lens to these initiatives
- Collaborate and work alongside clinical staff to ensure the safety and engagement of young people and family, including escalating for support and consultation where needed
- Build strong partnerships across eheadspace, headspace National and key stakeholders to advance peer work practice and strategic goals.

Roster:

- 0.8 FTE roster:
 - Monday 10am – 6pm
 - Tuesday 2:30pm – 10:30pm
 - Wednesday 2:30pm – 10:30pm
 - Thursday 2:30pm – 10:30pm
- *Shift start and end times AEST and Daylight Savings Time*
- *Travel to Melbourne required as directed*

In this role, you may engage with young people and families navigating complex mental health and wellbeing concerns, including distressing or sensitive situations. We are committed to supporting our staff through supervision and reflective practice and encourage applicants to consider how this work may impact them personally.

what you'll bring

To be successful in this role, you will bring:

- experience providing individual and group-based peer work services
- experience in leadership and supervision of peer work practice
- personal lived experience of mental health concerns or supporting a young person mental

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health, service use and recovery and a willingness to share your story purposefully to support the mental health of young people and families.

- knowledge and understanding in peer work principles and the benefits and role peer support can play in improving mental health outcomes
- Approved tertiary qualification in Health, Education, Youth Work or a related discipline or similar levels of experience
- Strong communication skills, with the ability to build effective therapeutic relationships and work with confidence and compassion
- Commitment to continuous learning, reflection and supervision.
- Confidential home office set up, including reliable internet connection

how to apply

- To apply, please include a current resume and a cover letter addressing the key criteria that will make you successful in this role
- We review all applications as they come in, so we encourage you to apply early.

Applicants must have full working rights in Australia to be considered for this role.

headspace is an inclusive, safe and committed employer

headspace is committed to workforce diversity and to creating an inclusive workplace where all employees are valued, celebrated, and can contribute meaningfully. We encourage applications from people with lived experience of diversity to enhance the depth of skill and insight within our workforce. Aboriginal and/or Torres Strait Islander people are strongly encouraged to apply for this role and all current vacancies.

headspace is committed to being a child safe and child friendly organisation that recognises, respects, and promotes the rights of children, young and vulnerable people. For this reason, we will conduct a National Criminal Background Check and Working with Children Check as part of our recruitment process for all new employees.

headspace will provide reasonable personalisation for all candidates to participate equitably in the recruitment process. Please advise us should you require assistance.

For more information contact:

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