

Position Description

Position Title	Peer Worker – Mental Health and AOD
Reporting To	Peer Practice Lead
Employment Status	Full-Time Maximum Term Contract Until 30/06/2027
Classification	SCHADS Level 3
Team/Service	Neami Mental Health and Wellbeing Service – Latrobe
Direct Reports	Nil
Date	September 2026

PROGRAM OVERVIEW

The Mental Health and Wellbeing Local Service (MH&WLS) is an innovative solution to deliver on the compelling vision outlined through the recommendations of the Royal Commission into Victoria's Mental Health System (RCVMHS). Neami as the lead agency will deliver this service in partnership with Uniting Vic Tas and Drummond Street Services (Drummond St), MH&WLS brings together three organisations that are leading providers with extensive experience and success in the delivery of community-based care.

Neami Mental Health & Wellbeing Local Service will provide a 'no wrong door' approach and support members of the community to be connected to the right support. The centre will provide a holistic approach to care, addressing a range of social, physical, and emotional needs informed by the Collaborative Relational Practice (CRP). Neami Mental Health & Wellbeing Service will have a strong focus on lived experience and will support a high engagement transdisciplinary team model.

POSITION OVERVIEW

Peer Workers are integral members of the team and represent 50% of the workforce within the Neami Mental Health & Wellbeing Local Service. Peer Workers draw on their lived experience of recovery from co-occurring alcohol and other drug (AOD) use and mental illness, mental health crisis or caring for someone living with a co-occurring mental illness and alcohol and other drug use. PSWs walk alongside people experiencing crisis and distress in offering practical, emotional, social, and service access support that works out and responds to people's need through a process of mutual listening, learning, being, doing, belonging and healing. This may include:

- Exploring the intersectional relationship of addiction and AoD use on mental health challenges which impact relationships, employment, identity, and power
- Exploring wellbeing and meaningful skills, ways, and activities for daily living, connecting with personal power, and self-care
- Connecting people to resources or advocating for people who may be accessing the service. PSWs apply the Lived Experience lens as their primary way of working. Drawing on the National Lived Experience (Peer) Workforce Guidelines, the Lived Experience lens is:
 - Learnings from personal experience of mental health challenges, distress and periods of healing, which may include service use
 - Collective knowledge of universal lived experiences such as stigma, marginalisation, loss of power, and system hurt, as well as hope, healing, and personal recovery as real
 - Professional principles and values such as mutuality, intersectionality, autonomy, hope and sharing power
 - And the history of the Consumer movement, advocacy, and actions

You will work alongside a multi-disciplinary team inclusive of mental health clinicians, mental health registered nurses. Delivering a Peer First and Peer Last approach the Peer Support Workers will support a high engagement model of care, through actively greeting and supporting consumers throughout their time at Neami Mental Health & Wellbeing Local Service. Peer Support Workers are an important element of the team approach and bring the wisdom of experience to many aspects of service delivery including intake interviews, service promotion, partnership work and case reviews.

Peer Support Workers have access to a tailored training program and to regular professional development sessions.

THE POSITION

Key position Responsibilities, Duties and Accountabilities

Apply your Lived Experience, Knowledge, Skills, and Abilities to:

- Use Lived Experience learnings and principles to respond to guests by offering practical, emotional social or access support to foster connection, address social isolation, and build skills, confidence, and resilience.
- Draw upon an understanding of and belief in strengths-based, recovery-oriented models of service
- Engage consumers and developing trusting and professional relationship that respects worker/guest boundaries
- Seek to learn the guest's interests, their connections with family and friends, and work with the consumer in building their capacity to be part of the community
- In consultation with guests, contribute to regulate evaluation of the effectiveness of the service
- Plan, facilitate, and evaluate group programs and wider service evaluation

- Use Lived Experience learnings and principles to create a space for sharing, understanding, holding, and responding to guest's needs, hopes, desired outcomes, and plans
- Use the Collaborative Relational Practice framework to complement Lived Experience learnings to work with guests to identify strengths, needs, decide what's important, and develop a plan
- Model Lived Experience principles in collecting and recording of information, such as case notes, outcome measures, evaluations, and reports
- Provide information and resources to guests and carers regarding wellbeing, wider services, and other available Peer spaces by drawing on the Lived Experience movement and peak bodies, alongside wider resources and local/community opportunities.

Participate fully as a team member

- Cooperate closely with a multi-disciplinary team to ensure continuity of care and provision of a comprehensive service to consumers
- Participate in Lived Experience specific Community of Practice and Peer Co-Reflection spaces, alongside regular line management and service team reflective practice
- Contribute to support best practice and continuous improvement by sharing Lived Experience practice wisdom, learnings, and perspective as part of team discussions, policy, and/or project submissions
- Contribute from a Lived Experience perspective to build understanding, team culture, and complement and collaborate with other approaches within the team
- Actively participate in team meetings, decision making processes, service planning sessions, and staff development activities
- Seek support, recognise areas for growth, build skills, and communicate openly to build strong and supportive teams
- Work within a holistic, multidisciplinary framework to consider the needs of guests, family, carers, and other community members
- Follow all OH&S procedures to ensure safe work practices especially in the area of safety in outreach work
- Engage with your supervisor in completion of a probation assessment, a bi-annual performance review, regular supervision and a corresponding training and development plan
- Contribute to the further development of best practice by informing policies and project submissions effectively drawing upon your personal experience of mental illness and AoD use

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 obligations are met, including the proper retention of hardcopy and/or electronic records and ensuring files are accurate and 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, interpret and analyse 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 organization
- Have a commitment to promoting a diverse and inclusive environment for all staff, consumers and carers.
- In addition to the position description accountabilities, all staff are expected to undertake any reasonable tasks as directed
- 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

THE PERSON

Experience, Knowledge, Qualifications, Skills and Attributes

Essential

- Personal lived or living experience of AoD use, addiction and mental health challenges, distress,

injustice, and journey of wellbeing/healing, and ability to apply learnings from this as your primary way of working

- Understanding of Lived Experience (Peer) principles and the Consumer/Carer movements to ground practice in collective knowledge
- Demonstrated ability in developing and maintaining respectful and purposeful relationships
- Mental Health and/or AOD Qualification: It is a requirement of the Peer Support Worker position that you hold, and provide Neami evidence of, a Mental Health or AOD (or equivalent Human Services, Community Services) qualification of Certificate IV level or above, or complete such a qualification within 2 years of your commencement of employment
- Proven ability to work autonomously with minimal supervision and to prioritise multiple tasks to meet conflicting deadlines\
- Strong computer literacy and written communication skills\
- A valid and current Australian Driver's license
- A valid and current Working with Children Check
- A valid and current Police Check
- Computer literacy
- Strong written and verbal communication skills
- Proven ability to maintain confidentiality and build trust to deal with sensitive and difficult situations in a diplomatic manner

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.