

Senior Peer Mentor.

Position Description

Role title:	Senior Peer Mentor
Reports to:	Youth Services and Partnerships Manager
Position type	Part time
Location:	Brisbane and surrounding areas
Working hours	0.8FTE 30.4 hours/week or 4 days per week
Award coverage and pay rate:	SCHADS Award Level 4.1 part time Current casual rate: \$46.70/ hour (as of 1 July 2026).
Ethni level:	4S
Direct reports:	Nil
Probation	3 months
Date created	August 2026

About Ethni

Ethni is a peer-led organisation dedicated to supporting young women from refugee, migrant, and CALD backgrounds through tailored programs in employment, education, mental health, and social enterprise. This role will work in partnership with WellWays Carers Gateway team to provide culturally safe peer support, coaching, and connection to young carers..

Our Values

BELONGING - We feel safe to show up as our full, unique selves.

SISTERS FOR SISTERS - We promote and uplift our sisters so our collective light can shine brighter.

GROWTH - We feel safe to make mistakes so we can continue to reflect, learn and Grow.

FIRE - Our blood boils with the passion and purpose for a more equitable world for all.

CONNECTION - We go further when we go together.

About this role

There are two core parts to this role; leading **community engagement** to connect with young CALD women, and providing direct **peer mentoring and coaching** to support them.

As the Senior Peer Mentor, you'll build trust-based relationships with young women from refugee, migrant, and CALD backgrounds. You will provide one-on-one peer support and coaching, grounded in the "Ethni Journey" model and your own lived experience.

You will also proactively identify and connect with young CALD carers in the community, acting as a trusted, consistent "home base" they can return to over time. You'll work alongside the Wellways Carer Gateway team, co-facilitating groups and coordinating referral pathways so participants can access the broader support system, while sharing Ethni's cultural expertise back into the partnership.

Your key responsibilities and duties

Community engagement & outreach

- Lead proactive community engagement to identify and connect with young CALD women eligible for support
- Build and maintain relationships with community networks, groups, and services to support referral pathways into the program
- Oversee the planning and co-facilitate monthly group social connection and psychoeducation sessions

Client support & case management

- Deliver one-on-one peer support and coaching to young CALD women, flexibly adjusting support intensity to meet complex and fluctuating needs.
- Recognise and appropriately escalate risk or crisis concerns in line with Ethni's policies and procedures
- Maintain case documentation to a professional standard

Culturally responsive & collaborative practice

- Tailor support to cultural and faith sensitivities, acting as a consistent "home base" for participants
- Work alongside the Wellways Carer Gateway team, co-facilitating groups and coordinating referral pathways
- Contribute Ethni's CALD-specific practice knowledge as part of the two-way training arrangement

Supervision & reporting

- Provide light-touch coaching to social work students on placement
- Participate in clinical supervision
- Track and report on participant reach and outcomes against program targets

Teamwork & culture

- Show up with professionalism, care, and consistency
- Communicate openly with team leaders and the others in the both Ethni and Wellways team
- Share feedback, ideas, or concerns so we can continue improving

- Attend team check-ins, training, and supervision sessions (as requested).

Relationships

You'll work closely with:

- Young CALD carers participating in the program
- Your program lead and other Ethni team members
- The Peer Support Events Officer
- The Wellways Carer Gateway team
- Community networks, groups, and referral organisations

What this role will be measured on

We run regular performance check-ins and work-planning processes. As a Peer Mentor you will be measured on:

- How well you build and maintain relationships with participants, community networks, and the Wellways Carer Gateway team
- Reliability and communication with the team and your reporting manager
- Completion of tasks with attention to detail and timeliness
- Contribution to a positive, respectful team culture
- Responsiveness to feedback and willingness to learn and grow
- Quality and accuracy of case documentation and outcome reporting in line with Wellways/Carer Gateway requirements
- Adherence to Ethni's Code of Conduct, policies, and safety procedures

Essential and desirable criteria for this role

In order to meet the requirements of this role, you need lived experience as a woman from a refugee, migrant or CALD background.

Essential

- Diploma or higher in Counselling, Social Work, or Community Services or a related discipline
- Minimum 2 years' experience in community services, mental health, youth work or similar.
- Demonstrated ability to work autonomously with complex or high-risk client presentations
- Understanding of, or experience with CALD, refugee, or migrant communities
- Strong interpersonal and communication skills (written, verbal, and group facilitation)
- Ability to plan and manage a caseload independently
- Current Blue Card
- Right to work in Australia

Desirable

- Experience in community engagement or outreach, ideally within CALD communities

- Experience providing coaching or supervision to students on placement or junior staff
- Commitment to culturally responsive, trauma-informed, and strengths-based practice

Other requirements

As part of this role, you'll be expected to follow the NDIS Code of Conduct and the National Child Safety Standards.

We are committed to keeping everyone safe, especially people who may be vulnerable. This means speaking up about concerns, following safety procedures, and helping create a respectful, protective environment for all.

If you ever see or hear something that could put a child or vulnerable person at risk, it's important to let the right person know. We'll support you to understand when and how to report concerns so we can all help keep people safe.

All staff must take reasonable care of their own health and safety and that of others. Staff must follow WHS policies and procedures and participate in risk assessments, training, and incident reporting as required. The Operations Support Officer may assist with moving light items, basic cleaning tasks, and preparing rooms safely for events.

All team members are also required to::

- complete mandatory onboarding including Ethni Values, WHS, NDIS Worker Orientation, child and cultural safety basics
- participate in check-ins and complete a Cycle Plan (goal setting and reflection)
- uphold the Ethnic Values of Belonging, Growth, Fiery, and Connection,

For internal use

This position description has been reviewed and approved by the CEO.

The position description will be reviewed annually to ensure relevance and that it is aligned with the needs of the Ethni workforce plans.