

1. Organisational Context

Wombat Housing Support Services is an established community-based provider of high-quality, outcomes-focused housing and homelessness support across Melbourne's western metropolitan region. Wombat is governed by an independent Board and operates within the Unison group of companies. The Make Room program is delivered in partnership with Unison and Ngwala Willumbong Aboriginal Corporation (Ngwala), bringing together tenancy management, multidisciplinary support and culturally responsive practice.

Mission

Wombat supports people who are experiencing, or are at risk of, homelessness in Melbourne's western suburbs. We deliver high-quality support services and advocate for reduced homelessness and a fair, accessible housing system.

Wombat's services include:

- support and advocacy for social housing renters;
- support programs for people engaged with Youth Justice and Child Protection; and
- transitional support for families, individuals and young people.

Our workplace culture is characterised by:

- innovation and the thoughtful integration of new programs;
- accessible, transparent, fair and equitable services;
- culturally responsive practice and respect for language diversity;
- age-appropriate services for children, young people, adults and older people;
- collaborative, cross-program service delivery;
- positive and purposeful change;
- accountability, curiosity and reflective practice;
- active listening and consideration of different perspectives;
- a workforce diverse in experience, age and ability;
- recognition of staff contribution and a strong commitment to wellbeing; and
- a flexible and supportive work environment.

Wombat is an equal opportunity employer committed to a safe, inclusive and respectful workplace. We encourage applications from First Nations peoples, people with disability, people from culturally and linguistically diverse backgrounds, and LGBTQIA+ people.

Wombat is a child-safe organisation and complies with the Victorian Child Safe Standards.

2. Program Overview

Make Room is a supportive housing program for people experiencing rough sleeping or chronic homelessness in the City of Melbourne. It provides secure accommodation for up to 12 months, or until a longer-term housing outcome is achieved. Unison provides tenancy management, while Wombat and Ngwala deliver integrated, place-based support to help renters establish and sustain their tenancy. Ngwala leads culturally safe support for First Nations renters and community members. The service model promotes tenancy sustainment, renter-defined wellbeing and connection, early identification of risk, and clear accountability across housing and support partners.

3. Position Overview

Position title: Peer Support Worker – Make Room

Position purpose: The Peer Support Worker builds purposeful, respectful relationships with Make Room renters and supports engagement with onsite services and renter-led support plans. Where relevant, safe and purposeful, the role uses lived experience of homelessness, mental health challenges and/or alcohol and other drug use and recovery to foster hope, connection, self-determination and recovery.

The role provides consistent, strengths-based, person-centred, recovery-oriented and trauma-informed support. Working collaboratively with renters, carers and community services, the Peer Support Worker contributes to brief needs identification, supports renters to set and prioritise goals, and assists with the implementation and review of goal-directed support plans.

Scope: Under the general direction of the Team Leader, and in collaboration with Housing Support Case Managers and the Engagement Worker, the Peer Support Worker contributes to effective multidisciplinary support for renters at the Make Room site. The role works within established policies, procedures and support plans, exercising judgement appropriate to the position and escalating complex or high-risk matters.

Reporting and accountability: The Peer Support Worker reports to the Team Leader and is accountable through the Program Manager of Wombat Housing Support Services.

Support and supervision: The Peer Support Worker participates in regular team meetings, reflective practice and supervision with the Team Leader. Wombat recognises that lived-experience work can involve exposure to material or situations that have a personal impact. Additional debriefing and support will be available when required.

Classification: Social and Community Services Employee Level 3 under the Social, Community, Home Care and Disability Services Industry Award 2010 (SCHADS Award), subject to the applicable enterprise agreement and final classification assessment.

4. Key Responsibilities

- Build purposeful, respectful relationships with renters and provide strengths-based peer support that promotes choice, self-determination and recovery.
- Use lived experience safely, intentionally and within agreed professional boundaries to support hope, connection and tenancy sustainment.
- Encourage renters to build practical living, social, education and employment-related skills in line with their identified goals.
- Support renters to identify needs, aspirations and priorities and contribute to the implementation and review of renter-led support plans.
- Provide accurate, accessible information about housing, support options and referral pathways within the scope of the role.
- Support warm referrals and connections to relevant internal and external services, following up as agreed with the renter and team.
- Maintain regular, flexible and opportunistic engagement with renters, including wellbeing check-ins and outreach.
- Accompany renters to appointments, inspections or meetings where this forms part of an agreed support plan.
- Promote wellbeing activities, social connection and opportunities for shared learning.
- Contribute to reception and site-based engagement activities as required.

- Work collaboratively within the Housing Support team and with partner agencies, sharing relevant information in accordance with consent, privacy and confidentiality requirements.
- Maintain timely, factual and accurate case notes, records and other documentation in accordance with organisational requirements.
- Identify and promptly escalate safety, wellbeing, tenancy or service-delivery concerns in accordance with policy and the role's delegated authority.
- Respond to distress and behaviours of concern calmly, respectfully and in accordance with trauma-informed, de-escalation and safety procedures.
- Participate actively in team meetings, supervision, reflective practice, training, service improvement and program evaluation.
- Contribute to a safe and healthy workplace by following work health and safety requirements and promptly reporting incidents, hazards, injuries and risks.
- Work in accordance with Wombat's values, policies, procedures, code of conduct, quality systems and child-safety obligations.
- Undertake other reasonable duties within the scope and classification of the position, as directed by the Team Leader or management.

5. Employment Conditions

Position title: Peer Support Worker – Make Room

Classification and remuneration: Social and Community Services Employee Level 3 under the SCHADS Award. Remuneration will be in accordance with the applicable pay point and the Wombat EBA 2016, subject to the better-off-overall and minimum entitlement requirements that apply.

Eligible employees may access salary packaging in accordance with legislation and organisational policy.

Reports to: Team Leader – Make Room

Employment fraction and hours: 0.6 FTE (22.8 ordinary hours per week), generally worked across three days at 7.6 hours per day. Actual days and hours are arranged in accordance with operational requirements, the applicable industrial instrument and the employment contract.

Conditions: Employment conditions are governed by the Wombat EBA 2016, the National Employment Standards and the SCHADS Award, as applicable. Current organisational benefits include:

- five weeks' paid annual leave per year, pro rata for part-time employees; and
- grace and favour days between Christmas and New Year, in accordance with the EBA.

Probation: A six-month probationary period applies.

Pre-employment screening: Appointment is subject to satisfactory National Police Record and Working with Children checks. A candidate who has lived overseas for more than 12 months in the preceding 10 years may also be required to provide an international police check before commencing. The successful candidate must complete any required disclosure regarding previous misconduct or formal disciplinary action.

Health and safety requirements: Employees must comply with lawful public health directions and Wombat's health, safety and infection-control requirements.

Work location and travel: The role includes site-based work and outreach. Local travel may be required in the course of duties.

6. Application and Selection

Key Selection Criteria

- Personal lived experience of transitioning from homelessness into stable housing, with the capacity to use that experience safely, purposefully and appropriately in a peer-work context.
- Demonstrated ability to build respectful, recovery-oriented relationships while maintaining professional boundaries and managing sensitive information.
- Sound understanding of issues that may affect renters, including homelessness, financial hardship, family violence, mental health challenges, alcohol and other drug use, and disability.
- Demonstrated commitment to social justice, human rights, cultural safety, inclusion and self-determination.
- Ability to work effectively under general direction, exercise sound judgement within established procedures, and seek guidance or escalate matters when required.
- Ability to work collaboratively in a multidisciplinary team and independently within agreed responsibilities.
- Sound written and verbal communication skills, including the ability to maintain clear, accurate and timely records.
- Understanding of privacy, confidentiality, informed consent, duty of care and workplace safety obligations.

Manager	Employee
Signature: _____	Signature: _____
Date: _____	Date: _____