Position Description

Position Title	Peer Worker
Reporting To	Peer Practice Lead
Employment Status	Part Time Maximum Term
Classification	SCHADS Level 3
Team/Service	Geelong Medicare Mental Health Centre
Direct Reports	N/A
Date	October 2026

PROGRAM OVERVIEW

The Geelong Medicare Mental Health Centre (GMMHC) provides the Geelong community an alternative service to attend when experiencing mental health crisis. The centre provides free, immediate, short and medium-term care to adults over the age of 18 years with the aim of making it easier for anyone living in the Greater City of Geelong catchment to access equitable, free, and quality mental health support. We offer a welcoming place for people to access mental health information, services and supports from qualified professionals (clinical and lived experience staff) over extended hours.

Service delivery will reflect principals of Trauma Informed Care and Recovery Oriented practice. The GMMHC service will provide a holistic approach to care, addressing a range of social, physical, and emotional needs informed by the Collaborative Relational Practice (CRP) and supported by best practice in evidence-based and evidence informed care. The GMMHC service has a strong focus on lived experience and provide support via a high engagement, multi-disciplinary crisis model.

POSITION OVERVIEW

Peer Workers (PWs) draw on their own life-changing lived experience of distress, trauma and/or substance use, and their journey of recovery and healing, to support consumers who face similar challenges to their health and wellbeing.

Guided by Intentional Peer Support (IPS) and the National Lived Experience Workforce Guidelines, PWs provide consumer-led emotional, social, and service support through one-on-one peer support, facilitating peer-led groups, and transdisciplinary teamwork. In their work, they emphasise connection, mutuality and support consumers to explore worldviews and move toward what is meaningful to the consumer.

As well as purposeful use of personal lived experience, PWs draw on the broader collective Lived Experience history and social movements to explore and understand the impacts of stigma, discrimination and systemic harm. PWs play a vital role in continuous service improvement by integrating and elevating lived experience perspectives.

Drawing on strong relational and self-reflection skills, PWs apply the Lived Experience Lens perspective individual relationships, team processes, and service collaborations. As key members of transdisciplinary teams, PWs compliment and enrich the professional knowledge and skills of staff from other disciplines.

To support practice and professional growth, PWs engage in line management support, discipline specific supervision (where available), co-reflection, and peer community of practice. These structures nurture confidence, connection, and the development of peer work practice.

THE POSITION

Key position Responsibilities, Duties and Accountabilities

- Work within Neami's Collaborative Relational Practice (CRP) Framework and IPS principles & tasks (training provided).
- 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.
- 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.
- Navigate additional services/supports or emergency response where required.
- Practice trauma informed care and understand social determinants on health and wellbeing.
- Connect consumers with other services and peer networks to address unmet needs and barriers plus facilitate warm referrals and service navigation.
- Complete documentation in a timely manner, using respectful holistic language in line with LE practice.
- Contribute to the team's continuous improvement by sharing lived experience insights and closely collaborating with team members to provide a holistic approach to care.
- Engage in supervision, performance reviews, and professional development.
- Plan, facilitate and evaluate peer group programs or connect consumers to peer groups.
- Ensure appropriate information handover to staff commencing the next shift.
- Support consumers in self-advocating for government benefits and service supports.
- Provide welcome sessions for consumers accessing the program, gathering relevant intake data.
- Collaborate with consumers experiencing crisis to support their short-term needs.

- Support consumers to complete self-assessments as required.
- 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.
- Enable co-learning relationship with students who are completing their placement within the organisation.
- Understand protective factors and support consumers to explore what's meaningful for them.
- Support consumers to develop their independence.

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 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 and interpret analysed 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 organisation.
- Have a commitment to promoting a diverse and inclusive environment for all staff, consumers and carers.

- 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.
- In addition to the position description accountabilities, all staff are expected to undertake any reasonable tasks as directed.

THE PERSON

Experience, Knowledge, Qualifications, Skills and Attributes

Essential

- Personal lived experience of distress, trauma, and/or substance use, with a focus on healing/recovery and the ability to purposefully use lived experience learnings to connect with and support others.
- Strong emotional resilience including the ability to sit with discomfort, distress and people in crisis.
- Ability to work autonomously, adapt communication to diverse need 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.

Desired

- Intentional Peer Support core training, Cert IV Mental Health Peer Work, Hearing Voices training, group facilitation experience or similar.
- Previous experience in a designated Lived Experience role.

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.