



## Position Description

### Peer Support Worker

PD0076



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<b>Program:</b>	headspace Grafton
<b>Location:</b>	59 Duke Street, Grafton
<b>Award:</b>	Health Professionals & Support Services Award 2020
<b>Classification:</b>	Support Services Level 3
<b>Reports to:</b>	Clinical Lead
<b>Direct employer:</b>	Health Voyage Ltd

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**OUR VISION:** *Healthier people. Stronger communities.*

**OUR MISSION:** *We provide safe, inclusive, high quality health care and strive for health equity in our community. Empowerment is at the heart of what we do.*

**OUR VALUES:** *Ethical Integrity Respect Diversity Compassion*

*Health Voyage is a Circle Back Initiative Employer <https://circlebackinitiative.com/about/> and commits to respond to every applicant.*

## ORGANISATION AND PROGRAM SUMMARY

### Health Voyage Ltd

Health Voyage is a local for purpose not for profit. As a charity organisation we are strongly guided by our values and work towards a vision of healthier people and stronger communities.

Health Voyage is the Lead Agency for:

- the Coffs Harbour Women's Health Centre
- headspace Coffs Harbour,
- headspace Grafton

We work in partnership with other community organisations and the Local Health Districts and our funders to ensure our services complement and strengthen the public health sector. We provide accessible, cost-efficient and effective health and wellbeing services to prevent or lessen the long-term impact of illness is a vital contribution to the wellbeing of individuals, families and the community.

*Health Voyage is committed to a workplace culture that builds respect, fosters inclusiveness, promotes diversity and embraces the unique skills and qualities of all our workforce and members. Candidates who identify as Aboriginal and Torres Strait Islander, Culturally and Linguistically Diverse, LGBTIQ+, or have a lived experience of mental health are encouraged to apply for Health Voyage positions.*

### headspace Grafton

headspace Grafton is a program of Health Voyage. headspace is the National Youth Mental Health Foundation providing early intervention mental health services to 12-25 year olds, along with assistance in promoting young peoples' wellbeing ([www.headspace.org.au](http://www.headspace.org.au)). This is achieved through the Federal Government's funding of headspace services throughout Australia via Healthy North Coast (HNC). These Centres provide an entry point for young people to access a broad range of (well-integrated) services.

### headspace Grafton aims to:

- promote early identification and effective, evidence-based interventions;

headspace National Youth Mental Health Foundation is funded by the Australian Government Department of Health

(headspace Coffs Harbour, headspace Grafton and Coffs Harbour Women's Health Centre are programs of Health Voyage Ltd. ABN 73 738 289 843)

- improved access to mental health services; and
- specialist providers and primary health care working together within an accessible and integrated service framework.

## **POSITION SUMMARY**

The Peer Support Worker (PSW) is an Identified position. The Peer Worker will work within the headspace team to provide open, appropriate, and effective support to young people accessing or considering connection to headspace services. The peer worker will work collaboratively with and support the functions of the clinical team. They will also support headspace Grafton community engagement activities.

As a Peer Worker, your own life experience of mental health and personal recovery will provide a distinct advantage as you support people with a lived experience of mental health issues. You will aim to nurture hope and personal power to inspire the people that you support to move forward with their lives. Before applying for a Peer Work position, applicants need to understand that being a Peer Worker means you will be drawing on your lived experience in the everyday duties of your work.

Peer workers are part of the headspace multidisciplinary team and work alongside other workers involved in a young person's care (e.g., GPs, allied health clinicians, vocational workers). This includes working within the service's clinical governance framework, policies and procedures to deliver safe and effective peer support.

Peer workers are supported by their service to work safely and effectively in their roles. This support includes supervision of their peer work, clinical escalation supervision, line management and others. It also involves a clear orientation of the service's clinical governance framework and their role within it, as well as additional training and capacity building.

headspace strongly encourages candidates aged between 18 and 30 with a lived experience of mental health challenges, and/or help-seeking to apply. This position is time limited and as such headspace will support peer workers to transition out of their roles at the end of this period by offering training, professional development and potentially opportunities to transition into other roles within the organisation.

## **KEY RESPONSIBILITIES**

- Support young people accessing headspace services by:
  - acting as a coach and mentor
  - sharing and discussing common experiences to develop trust and rapport
  - encourage and maintain a positive and optimistic outlook
  - being a point of contact and support
  - participating in goal setting activities with the young person
  - promote self-pride and daily schedule
  - identify opportunities for young people to learn, grow and become more confident/improve self-esteem
  - provide encouragement and support to access supports
  - facilitate or co-facilitate group programs in conjunction with team members
- Forge strong links with headspace staff and community partners to better enable a smooth transition for young people.
- Work collaboratively with other Peer Workers within the organisation (if applicable) to obtain optimum outcomes. This includes but is not exclusive to participating in regular team meetings/discussions.
- Provide support and feedback to team members.
- Contribute to and cooperate with the measurement of program outcomes.
- Prepare reports, case notes and other required documentation.
- Participate in regular supervision.
- Undertake training and professional development.

## Quality and Safety Commitment

All Health Voyage employees are expected to actively contribute to a safe, high-quality and continuously improving workplace. This includes:

- Complying with relevant standards, guidelines, and organisational policies
- Participating in safety and quality improvement activities
- Supporting a culture of safety, quality, accountability and continuous learning
- Identifying and reporting risks or areas for improvement
- Partnering with clients in the provision of care
- Ensuring services are delivered in a way that promotes safety and quality, dignity, respect and positive outcomes for clients

## RELATIONSHIPS

The position holder will be required to develop and maintain positive and effective working relationships with a broad range of people and organisations. They must positively represent headspace Grafton and Health Voyage to the public, community, government, and other organisations.

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<b>Reports to:</b>	Clinical Lead
<b>Direct Reports:</b>	None
<b>Indirect Reports:</b>	None
<b>Accountable to:</b>	Health Voyage CEO and Governance Board
<b>Internal Relationships:</b>	headspace Grafton Centre Staff and Contractors Health Voyage Staff and Contractors Youth Advisers/ Reference Group Members
<b>External Relationships:</b>	Healthy North Coast Staff headspace National Office Staff Consortium partner organisations and staff Co-located partner organisations Local youth, health and community service providers and staff Government departments, local members, ministers and staff Young people and their family and friends that access the Centre Other headspace Centres' Staff Other external partners, vendors, providers, and key stakeholders

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## SELECTION CRITERIA

### Essential

1. This is an Identified position and, in accordance with section 8(1) of the Racial Discrimination Act 1975 (Cth) and sections 14(d) and 21 of the Anti-Discrimination Act 1977 (NSW), it is only open to Aboriginal and/or Torres Strait Islander people. Applicants must demonstrate their Aboriginal and/or Torres Strait Islander heritage through a process of self-identification, community recognition, and acceptance as an Aboriginal and/or Torres Strait Islander person
2. Lived experience (lived experience can be through the experiences of friends/family) of mental health issues
3. Practical knowledge and understanding of issues experienced by people with mental ill health
4. Understanding of the recovery process and ability to communicate a lived experience of recovery
5. Capacity to share one's own story appropriately in a variety of contexts
6. Ability to establish relationships and maintain appropriate boundaries while maintaining privacy and confidentiality
7. Capacity to engage in and use supervision effectively to support you in your work
8. Ability to manage your own wellness including the identification of strategies for staying well whilst working

## Foundational skills required

- Exceptional interpersonal skills with the ability to establish and maintain effective relationships with a diverse range of people and professionals.
- Highly developed verbal and written communication skills.
- Advanced computer skills including word processing, spreadsheets and database applications.
- Ability to work both independently and collaboratively as a productive team member.

## Personal attributes

- High levels of professionalism, confidentiality and discretion.
- Ability and commitment to continuous learning, and happy to receive feedback
- Strong work ethic.
- Adaptability and flexibility to changing work environments and requirements.
- Reliable and works well in a team.

## WORKPLACE POLICIES AND PRACTICES

All Health Voyage employees and contractors are required to familiarize themselves with the organisation's code of conduct and policies and procedures and to abide by them at all times.

It is expected that at all times employees and contractors will:

- Be respectful towards the organisation, colleagues, clients and the general public.
- Support the headspace vision and objectives and demonstrate the values of headspace.
- Support the Health Voyage vision and objectives and demonstrate the values of Health Voyage.
- Take reasonable care for their own health and safety, and that of others in the workplace.

### The position holder must also:

- Maintain a current check for working with young people, as per the relevant state legislation.
- Undergo a current and satisfactory criminal record check.
- Maintain a current driver's licence
- Maintain eligibility to work in Australia.
- Participate in a 6-month probationary period, with continuing employment subject to satisfactory performance.
- Participate in annual individual performance reviews and professional development planning.
- Have some flexibility to travel, and to work after hours (including weekends and evenings).

## OTHER INFORMATION

- Fringe Benefits:** Salary Sacrifice (Packaging) is available to eligible employees. Health Voyage Ltd is a Registered Charity
- Superannuation:** Employer contribution will be paid in accordance with the applicable current Superannuation Guarantee Legislation to a complying super fund.
- Leave:** Annual leave as per the National Employment Standards with 17.5% loading (not applicable for casual employment)  
Sick Leave as per the National Employment Standards (not applicable for casual employment)
- Public Holidays:** All official National and NSW Public Holidays that occur on regular days of work (not applicable for casual employment)
- Position status:** This position is reliant upon continuing grant funding This position has been temporarily approved by the CEO and is time limited until **30 June 2027**. Extension may be possible subject to Board Approval and conditional upon ongoing funding

**Please note:**

It is an offence under the NSW Child Protection (Prohibited Employment) Act 1998 for a person convicted of a serious sex offence to apply for this position. Successful applicant(s) will be subject to Working with Children Check and Police Check prior to Employment.

Health Voyage regards the health, safety and wellbeing of our people, contractors and communities as our highest priority. All employees are expected to follow current public health recommendations, organisational health and safety guidelines, and to responsibly manage illness, including staying home when unwell and following appropriate procedures to reduce the risk of spreading infection.

**Approved by:**

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Tazmyn Jewell, Chief Executive Officer

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**Date approved:**

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May 2026

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