



Position Description

PD00126



Senior Peer Support Worker

Program:	headspace Grafton
Location:	59 Duke Street, Grafton
Award:	Health Professionals & Support Services Award 2020
Classification:	Support Services Level 4
Reports to:	Clinical Lead
Direct employer:	Health Voyage Ltd

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.

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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). 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;
- 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 Senior Peer Support Worker (PSW) is an Identified position. This role that brings lived experience of mental health recovery into a leadership role that supports young people, contributes to clinical education, and promotes the service locally and nationally. The Senior PSW leads youth engagement through the Youth Reference Group, advocates for the voice of young people at decision-making tables (including board representation), supports the development and delivery of group programs, and contributes to the learning environment for clinical students on placement at headspace Grafton.

The Senior PSW acts as a peer mentor and role model, fostering a safe and hopeful space for young people while influencing service delivery through co-design and youth participation principles.

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.

Key responsibilities

Leadership and Advocacy

- Lead the coordination and facilitation of the Youth Reference Group, ensuring their voices influence service planning, quality improvement, and community engagement.
- Represent headspace Grafton in local, regional and national forums, including headspace National events and Health Voyage Board and other Governance Committees as required.
- Advocate for the perspectives and rights of young people accessing the service in clinical, governance, and partnership spaces.
- Mentor junior peer support staff or volunteers, supporting quality peer practice and self-care.
- Advocate for Aboriginal and Torres Strait Islander young people and families ensuring their voices are heard and their cultural needs are met.

Group Program Delivery

- Plan, co-design and support the delivery of therapeutic and social group programs for young people in collaboration with clinical staff and community partners.
- Evaluate group outcomes and identify areas for innovation or improvement.
- Ensure all group programs reflect youth participation principles and prioritise psychological safety.

Support of Clinical Students

- Act as a peer mentor to clinical students (e.g., social work, psychology) placed at headspace Grafton, supporting understanding of lived experience and youth engagement.
- Participate in student orientation and contribute to reflective learning discussions when appropriate.

Peer Support Work

- Provide one-on-one peer support and mentoring to young people accessing the service, drawing from personal lived experience to promote hope, recovery and connection.
- Provide strengths-based, culturally safe support to young Aboriginal and Torres Strait Islander clients, promoting a welcoming environment for mental health and wellbeing discussions.
- Engage with young people and families, assisting them in understanding and managing their mental and physical health needs through personalised, choice-focused care.
- Build rapport with young people, model self-care and support goal setting and engagement with services.
- Promote self-pride, emotional regulation, and confidence in young people.
- Support young people in navigating referrals and accessing appropriate services.

Community Engagement

- Represent headspace Grafton at local events, school programs and community forums.
- Work alongside the Community Engagement Officer to co-deliver outreach initiatives that reflect youth-led priorities and perspectives.

Administrative and Organisational

- Maintain accurate case notes and reporting in accordance with service requirements.
- Contribute to data collection, program evaluation, and quality improvement activities.
- Participate in regular line management supervision and peer supervision.
- Undertake ongoing training and professional development in youth mental health and peer work.

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.

Reports to:	Clinical Lead
Direct Reports:	None
Indirect Reports:	None
Accountable to:	Health Voyage CEO and Board of Directors
Internal Relationships:	headspace Grafton Centre Staff and Contractors Health Voyage Staff and Contractors Youth Advisers/ Reference Group Members
External Relationships:	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

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 recovery and ability to use this experience intentionally in a professional setting.
3. Demonstrated leadership in a youth mental health or peer work context.
4. Experience facilitating group programs or workshops.
5. Strong communication and advocacy skills, including the ability to represent youth voice in formal settings.
6. Understanding of clinical education environments and capacity to support student learning.
7. Capacity to maintain boundaries and work safely within a clinical governance framework.
8. Ability to manage your own wellness including the identification of strategies for staying well whilst working

Desirable

1. Formal training in peer work (e.g., Certificate IV in Mental Health Peer Work).
2. Experience leading a youth reference group or youth advisory body.
3. Understanding of co-design and participatory practice principles.

Foundational skills required

- Excellent interpersonal and verbal communication skills.
- Strong written skills and digital literacy (e.g. case notes, reports, presentations).
- Organised, flexible, and able to manage competing priorities.
- Committed to self-care, reflective practice and peer-informed approaches.
- Willingness to travel and work occasional after-hours as required.

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

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)

- 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 has been temporarily approved by the CEO and is time limited until **30 June 2026**. 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:

Tazmyn Jewell, Chief Executive Officer

Date approved:

June 2025 (Temporary CEO approval until 30 June 2026)
