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| **POSITION:** | Senior Peer Worker – Check-In |
| **CLASSIFICATION:** | SCHADS 5 |
| **REPORTS TO:** | Manager of Check-In - Community Mental Health |
| **DATE UPDATED:** | September 2025 |

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| **ORGANISATIONAL ENVIRONMENT** | | |
| MCM (Melbourne City Mission) is a leading community services organisation that innovatively works alongside thousands of Victorians and their communities to overcome barriers, providing a broad range of support in Homelessness, Family Services, Disability, Early Childhood Intervention Services, Palliative Care, Education and Mental Health service areas.  With deep experience working with communities experiencing disadvantage, MCM advocates for systemic change, working across all sectors to sustainably disrupt such disadvantage.  Since 1854, MCM has been striving for those experiencing disadvantage to live their life, their way. | | |
| **DIVERSITY, EQUITY OF ACCESS, AND INCLUSION** | | |
| MCM is committed to inclusion, equity of access and diversity. We know that diversity helps us to innovate and make the biggest impact possible. Our DEI Strategy On for Inclusion supports and drives an inclusive workplace culture. We recognise that many people continue to face systemic barriers within an employment context, particularly those from First Nations, culturally and linguistically diverse, disability and LGBTIQA+ communities. We are committed to inclusivity and want to continue to learn from and grow our diverse workplace culture. This includes supporting your individual employment needs wherever reasonably possible. | | |
| **POSITION CONTEXT** | | |
| The Homelessness, & Family Services (HFS) division supports people experiencing, or at risk of homelessness, people involved in the justice system and families at risk of poorer outcomes and progression to greater forms of disadvantage. The division provides a range of services aimed to prevent or reduce the impacts of homelessness, and family cycles of disadvantage through provision of evidence based, high quality, effective interventions.  The Homelessness, Justice & Family Services division consists of four conceptual domains:   * Accommodation * Youth and Family Homelessness * Frontyard Youth Services (FYS) * Family Services   This role will be joining the Check-In Community Mental Health team based at Frontyard Youth Services (FYS) in Melbourne’s CBD. FYS is located in Melbourne's CBD as part of MCM. Our mission is to support young people aged 12 to 25 in meeting their physical, emotional, and social needs while also guiding them towards pathways out of homelessness. FYS offers a dedicated youth homelessness access point, crisis accommodation with 17 beds, wraparound support services ranging from physical health to community connection plus outreach programs spanning Greater Melbourne and Victoria.  Check-In was developed in 2017 and was enhanced in 2023 in response to the recommendations of the Royal Commission into Victoria’s Mental Health System. In partnership with St Vincent’s Hospital – Melbourne (SVHM) and cohealth, this enhanced program aims to ensure no one falls through the gaps of mental health service provision.  The Check-In Program aims to:   * Provide early and crisis intervention mental health support to young people aged 12-25 years presenting with complex mental health and alcohol and other drug (AOD) needs * Achieve short- and long-term mental health and social goals with an aim to improve overall health, wellbeing, daily living skills and social connectedness * Support better integration and transition to acute and non-acute mental health services * Develop and maintain partnerships with service providers to facilitate referrals and access to appropriate care in a timely manner | | |
| **POSITION PURPOSE** | | |
| This position operates at the People Leadership level in the MCM Leadership Capability Framework.  As part of a multidisciplinary Allied Health team, the Senior Peer Worker will utilise their lived experience of homelessness, mental health and/or AOD challenges, systemic navigation, and recovery to provide authentic, person-led support to young people experiencing homelessness and co-occurring needs.  The position will provide direct support, mentoring and professional supervision to three Peer Workers employed by MCM in the Check-In team. Additionally, the Senior Peer Worker will coordinate capacity, support and mentoring to other Peer Workers across Frontyard.  This role provides leadership within the peer workforce by holding a small caseload of young people presenting with complex needs, while also offering day-to-day practice support, reflective supervision, and guidance to other Peer Workers within Frontyard Youth Services. A key focus of the role is to ensure peer work is practiced in alignment with recognised best practice, lived experience principles, and sector guidelines. Through lived experience leadership, the role will contribute to service-wide capacity building, supporting a recovery-oriented, trauma-informed and strengths-based approach across the team. The role will also be responsible for providing peer specific guidance to Peer Workers within Frontyard, to support with minimising peer drift and maintaining best practice.  In addition, the Senior Peer Worker will work closely with the Manager of Check-In – Community Mental Health and the Operations Manager – Intensive Youth Support, to support the implementation and ongoing development of the Check-In pilot project. This includes contributing to the achievement of funding-related outcomes and ensuring the peer perspective remains central to service delivery.  This role also plays a key part in service innovation — contributing to the development of inclusive, responsive, and holistic models of care that reflect the unique needs and voices of young people. The Senior Peer Worker will help strengthen the peer workforce and promote best practice in peer work across the organisation.  Support in this role includes a structured induction, regular internal and external supervision, access to communities of practice, and a range of professional development opportunities. | | |
| **POSITION DUTIES AND RESPONSIBILITIES** | | |
| **Duties of this role may include but are not limited to the following:**  Peer Practice Leadership and Service Development   * Provide day-to-day practice support, reflective one-on-one supervision, group reflective supervision and informal debriefing to six Peer Workers across Frontyard Youth Services as it aligns with the values and principles of the Healing Oriented Framework. * Facilitate professional developmental plans that include career trajectory for the Peer Workforce. * Utilise secondary consultation and EAP mechanisms to ensure a high standard of professional care and wellbeing is provided to the Peer Workforce team. * Coordinate capacity of the Peer Workforce team across Frontyard to deliver Intentional Peer Support led services to young people. * Support and participate in the recruitment and onboarding of staff. * Support and promote peer-led best practice across the Youth Homelessness portfolio. * Act as a role model for peer work values, ethics and boundaries and support Peer Workers in their professional development. * Champion lived experience within team discussions, ensuring peer contributions are valued and integrated. * Ensure safe, ethical peer practice in line with relevant frameworks (e.g. National Lived Experience Workforce Guidelines, Intentional Peer Support). * Provide secondary consultation to staff, promoting understanding and integration of peer perspectives in multidisciplinary settings. * Contribute to the design, implementation and evaluation of programs (e.g. Check-In, Amplify, Youth and Community Participation) through lived experience input. * Support the development and review of policies, procedures, and practices to ensure they are inclusive of lived experience workforces. * Contribute to the development and implementation of the MCM Peer Worker Framework. * Identify opportunities for education within the service that increases staff understanding of the role of Peer work.   Peer Support and Direct Client Work   * Build authentic relationships with young people to establish safety, trust and rapport to meet them where they’re at. * Share lived experience in a way that has purpose and meaning with an intention to create connection and identification. * Provide clear disclosure statements to young people to establish expectations, boundaries and the scope of the peer role in a way that minimises power imbalances with an intention to drive connection. * Practice lived expertise by modelling new coping mechanisms, ways of relating to oneself, the service system and the greater society and implementing learnings gained through personal, professional and educational development. * Provide young people with support, advocacy and education to access Frontyard services and better understand and navigate external services as required. This can be via one-on-one support in person or through telephone-based connection. * Support young people to effectively advocate for themselves to ensure that their needs are recognised and considered within the program. This can be via one-on-one support in person or through telephone-based connection. * Foster hope and inspire young people to engage in support, support planning and to build social connections to work towards their goals in a facilitated group environment. * Establish and maintain peer to peer relationships with young people via one-on-one support in person and through telephone-based connection. * Support and empower young people to understand and better manage their mental health and wellbeing, which may include development of coping skills or supporting access to available treatment services. * Collaborate with Frontyard staff to co-facilitate programs aimed at increasing the skills and capacity of young people accessing the service. * Share a lived experience perspective within multi-disciplinary teams to reduce stigma, provide education and contribute to a shared understanding within the organisation of the experiences of young people accessing the service. * Ensure services are delivered within the framework of MCM’s policies and procedures, legislative requirements. * Implement strategies to maintain personal wellness and request support (as required).   Organisational Contribution and Professional Practice   * Participate in, and facilitate, meetings, debriefing, supervision, training, and forums. * Maintain accurate records by completing and submitting peer case notes. * Identify, escalate and respond to risk appropriately whilst upholding duty of care, confidentiality, professional and ethical boundaries. * Commitment to punctuality and attendance to the service. * Implement strategies to maintain personal wellness and request support (as required). * Working with the Program Manager, the Senior Peer Worker will oversee the development, implementation, and ongoing management of the program budget as pertains to Peer Workers to ensure effective allocation of resources and alignment with strategic objectives.   **Generic and Compliance Responsibilities**   * Work as a constructive team member, including building and maintaining positive interpersonal relationships. * Apply the Organisational Commitments and Requirements (detailed below), including Child Safety and Safety of Vulnerable People, Workplace Health and Safety, Operational Accountability, Diversity, Equity of Access and Inclusion, and Position Description Maintenance. * If approved to work from home, comply with all the requirements in the MCM Working from Home Workstation Self-assessment Checklist. * Demonstrate MCM’s Values (detailed below). * Ensure services are delivered within the framework of MCM’s policies and procedures, legislative requirements, relevant service standards, and MCM’s Code of Conduct, and MCM’s Values. * Comply with MCM’s Employment Safety Screening Procedure. * Perform other duties and responsibilities within the scope of the employee’s skills, competence and training as directed by a person in any more senior role within MCM. | | |
| **KEY SELECTION CRITERIA** | | |
| **Essential:**   * Formal training in Peer Work (e.g. Intentional Peer Support/SHARC Peer Worker Training), a qualification in Homelessness, Mental Health/AOD or Youthwork or previous experience (4 years) working in the lived experience community support services sector. * Experience in a leadership or senior peer role, which includes providing supervision, mentoring or Demonstrated ability to lead, guide, supervise and support Peer Workers in providing intentional peer support to people with complex needs, and an understanding of the role boundaries, ethics and responsibilities involved. * Superior organisational, time management, interpersonal and written skills, including development of client files and reporting mechanisms * Ability to work both autonomously and in a team environment * A strong commitment to, and emerging knowledge of recovery-based practice in the workplace in alignment with the MCM Healing Oriented Framework. * Demonstrated lived experience of mental health and/or AOD issues/homelessness and other co-occurring needs, as well as accessing the service system/s, preferably in Victoria. * Demonstrated ability to work collaboratively within multidisciplinary teams and provide secondary consultation or service development input that reflects lived experience perspectives. * Ability to share lived experience in a purposeful and appropriate way that fosters trust, hope, connection n and identification with young people. * Demonstrated interpersonal and communication skills, with the ability to build authentic, genuine, respectful and non-judgemental relationships with young people from diverse backgrounds. * Ability to use own initiative and judgement and set priorities, plan and organise their own work and the work of others and provide expert advice across various disciplines to achieve project outcomes. * Capacity to identify, escalate and manage risk as appropriate within the scope of the peer work role. * A strong commitment to strengths and recovery-based, healing oriented practice. * Willingness to undergo professional development and training to support your role. * A strong working knowledge of and adherence to standards and legislation relevant to the role (such as Child Safe Standards), and actively promote compliance to any such standards and legislation   **Essential Safety Screening Requirements:**   * Proof of Identity Check * National Police check * Current Victorian Working with Children Check (Employee) * Current Victorian Drivers Licence * Right to work in Australia   **Desirable:**   * MCM highly values a diverse workforce and is recognised by the Diversity Council of Australia as an inclusive employer. We strongly encourage applications from First Nations people, people with disability, people from diverse cultural and linguistic backgrounds, people of all ages and people who identify as LGBTQ+, and people with relative Lived Expertise. * An understanding of the key issues affecting people with co-occurring needs including mental ill health, homelessness, disabilities, alcohol and other drug issues, health and safety issues and social connection | | |
| **POSITION AUTHORITIES** | | |
| **Number of Reports**   |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | | Direct Reports | | | | Indirect Reports | | | | | Number: | 6 | FTE: | 1 | Number: |  | FTE: |  | | List Teams / Positions | Check-In – 3  Amplify – 1  Youth and Community Participation – 2 | | | List Teams / Positions | N/A | | |   **Supervision or Direction Required**  Receives formal supervision every fortnight from line supervisor.  Receives daily support and guidance as required from Check-In Manager and Frontyard Operations Manager.  **Planning**  Manages own time.  Establishes own goal or objectives, subject to approval.  Implement and manage projects in consultation with Check-In Manager.  **Freedom to Act**  Can make leadership directions limited by policy and budget and in consultation with Check-In Manager.  Can apply knowledge, experience and training.  **Assistance to Higher Level**  Can provide routine information.  Advises specific people about routine matters.  Contributes to reviews of routine processes and procedures.  Provides technical or specialist or multi-disciplinary advice.  Contributes to reviews of procedures.  Provides consultation based on professional knowledge*.*  Provides authoritative consultation on policy formulation. | | |
| **KEY RELATIONSHIPS** | | |
| This position may have relationships with a diverse range of MCM employees, external service providers, organisations and stakeholders within the community, with the view to providing the most appropriate and effective services and supports to the people they support. Examples include: | | |
| **Internal Relationships** | | * Frontyard Integrated Model staff * Staff across MCM, Hester Hornbrook Academy (HHA), MCM Housing and Quantum * St. Vincent’s Hospital – Melbourne (SVHM) * cohealth |
| **External Relationships** | | * Orygen * Area Mental Health Services * Headspace * YSAS |
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| **OUR VALUES** | | |
| Employees are expected to commit to and demonstrate MCM’s values: | | |
| Together | We are inclusive and accepting of differenceWe work in highly effective teams and our people are connected across our organisationWe engage proactively with others to deliver outcomes | |
| Courageous | We speak up constructively in line with our convictionsWe pursue our goals with determinationWe are passionate about our advocacy role | |
| Curious | We are inquisitive and ask whyWe challenge the status quoWe actively explore the alternatives | |
| Open | We are transparent and have genuine, honest interactionsWe listen and hear people’s voicesWe value and respect the autonomy of clientsWe trust one another | |
| Accountable | We act safely in all our interactionsWe manage within our financial and resource boundariesWe own our outcomes and decisionsWe are proud of the work that we do | |
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| **ORGANISATIONAL REQUIREMENTS AND COMMITMENTS** | | |
| **Child Safety & Safety of Vulnerable People**  MCM is a Child Safe Organisation, committed to the safety and wellbeing of children, young people, people with disability, and other vulnerable people. We have zero tolerance of abuse and neglect of all vulnerable people. MCM is committed to providing a safe environment in which children and vulnerable people are protected from violence, abuse and neglect. All employees must:   * Comply with the Child Safe Standards at all times. * Maintain a safe environment in which children and vulnerable people are safe at all times. * Actively prevent, and immediately report to MCM, any violence, abuse or neglect of any child or vulnerable person.   **Workplace Health & Safety**  MCM’s has zero tolerance for compromised worker safety. We endeavour to provide a working environment that is safe for all employees and people who use our services. As an employer, MCM adheres to Occupational Health & Safety regulations. All employees must:   * Comply with all MCM policies related to Occupational Health and Safety in the workplace. * Take reasonable care of their own health and safety, and the health and safety of their colleagues, service users, and others who may be affected by the employee’s acts or omissions in the workplace. * Immediately report to MCM any hazards or incidents.   **Code of Conduct and Operational Accountability**  MCM is committed to operating efficiently and ethically, and remaining operationally and financially sustainable. All employees must:   * Operate within the requirements of MCM’s accreditations, registrations, policies and procedures, Code of Conduct, and regulatory guidelines.   **Position Description Maintenance**  Position Descriptions change over time, due to a wide range of organisational, technological, financial, geographical, service, systemic, legal, and individual factors. All employees must:   * Maintain position description currency by communicating, discussing and documenting necessary changes, and considering consistencies and relativities with other like-positions. * Ensure compliance with position description, management of change, and consultation requirements in the relevant Awards and Enterprise Agreements. * Use correct processes to apply for changes related to individual circumstances, for example, reasonable adjustments for disability, flexible working arrangements for care responsibilities, rehabilitation to work following injury, ill health or medical procedure, or transition to retirement. | | |