

Resources and Tools

Position Description Template

POSITION:	AOD and Mental Health Peer Worker – Check-In
CLASSIFICATION:	SCHADS 3
REPORTS TO:	Check-In Program Manager (Community Mental Health)
DATE UPDATED:	Oct 2025

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 experienced through Homelessness, Disability, Palliative care, Early Childhood Intervention Services and Education.

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 LGBTIQ+ 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 16 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,

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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 and Melbourne (SVHM) and cohealth, this enhanced program aims to ensure no young person falls through the gaps of the mental health service system.

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

As part of a multidisciplinary Allied Health team, this role draws on your lived experience of AOD and/or mental health experiences and navigating the service system to support young people who are experiencing or at risk of experiencing homelessness and facing similar co-occurring needs.

The primary objective of this role is to establish meaningful connection and offer supportive interactions that draw upon lived and living experiences and foster a sense of hope. These interactions can provide a space for young people to explore their reality and any associated challenges. Beyond facilitating open conversations, Peer Workers can act as a catalyst in motivating and inspiring young people to actively participate in conversations and plans regarding their wellbeing. This collaborative approach acknowledges the strength of walking alongside individuals through shared experiences and challenging the presence of usual power dynamics. This role may also include providing insights, information, learnings and strategies to navigate through mental health and AOD experiences. These strategies may include emotional regulation, outreach engagement options, and/or walking alongside young people to rebuild trust in service systems and provide a warm link to aid them to re-engage with appropriate services to address their current needs.

This role will also encompass informing and contributing to the development of an innovative service that ensures timely, holistic, and positive support to young people, to enhance staff learning, improve service understanding and contribute to the delivery of client-led, strengths focused approach to recovery-based practice.

Support in this role will include supportive induction process, regular supervision (with opportunity to access external peer supervision), access to communities of practice and a range of internal and external training options

This position operates at the Self Leadership level in the MCM Leadership Capability Framework.

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POSITION DUTIES AND RESPONSIBILITIES

Duties of this role may include but are not limited to the following:

- Building authentic relationships with young people to establish safety, trust and rapport to meet them where they're at.
- Sharing 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 not drive disconnection.
- Practicing 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.
- Participate in program advocacy as required at an organisational, community and/or leadership level within the scope of the role. Co-facilitate the delivery of events for key dates across the annual calendar.
- 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).

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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 Criteria

- Formal training in Peer Work (e.g. Intentional Peer Support/SHARC Peer Worker Training) and/or experience in formalised Peer Work role/s.
- Demonstrated lived experience of mental health & AOD needs including other co-occurring needs (homelessness, family violence etc.) as well as accessing the service system/s, preferably in Victoria.
- Ability to share lived experience in a purposeful and appropriate way that fosters trust, hope, connection 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 work collaboratively and effectively when implementing a lived experience perspective within multi-disciplinary teams, with internal and external stakeholders.
- Capacity to identify, escalate and manage risk as appropriate within the scope of the peer work role.
- 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.
- A strong commitment to strengths and recovery-based, healing oriented practice.
- Knowledge of homelessness and other community services for young people.
- Willingness to undergo professional development and training to support your role.
- An understanding of the requirements for ensuring child safety.
- A basic level of computer literacy, including familiarity with Microsoft programs, is desirable. Support and training can be provided to develop skills as needed.
- Satisfactory completion of safety screening including a National Police check, a current Victorian Working with Children Check (Employee), and the right to work in Australia.

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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

POSITION AUTHORITIES

Number of Reports

Direct Reports				Indirect Reports			
Number:	0	FTE:	1	Number:	0	FTE:	0
List Teams / Positions	N/A			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, Senior Peer Worker, Senior Care Coordinator, Senior Occupational Therapist and Frontyard Operations Manager.

Planning

Manages own time.

Establishes own goal or objectives, subject to approval.

Freedom to Act

Minor, limited by directions and procedures.

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.

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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 | <ul style="list-style-type: none"> • Frontyard Integrated Model staff • Staff across MCM, Hester Hornbrook Academy (HHA), MCM Housing and Quantum • St. Vincent's Hospital – Melbourne (SVHM) • cohealth • Orygen |
| External Relationships | <ul style="list-style-type: none"> • Area Mental Health Services • Headspace • YSAS |

OUR VALUES

Employees are expected to commit to and demonstrate MCM's values:

Together	<p>We are inclusive and accepting of difference</p> <p>We work in highly effective teams and our people are connected across our organisation</p> <p>We engage proactively with others to deliver outcomes</p>
Courageous	<p>We speak up constructively in line with our convictions</p> <p>We pursue our goals with determination</p> <p>We are passionate about our advocacy role</p>
Curious	<p>We are inquisitive and ask why</p> <p>We challenge the status quo</p> <p>We actively explore the alternatives</p>
Open	<p>We are transparent and have genuine, honest interactions</p> <p>We listen and hear people's voices</p> <p>We value and respect the autonomy of clients</p> <p>We trust one another</p>
Accountable	<p>We act safely in all our interactions</p> <p>We manage within our financial and resource boundaries</p> <p>We own our outcomes and decisions</p> <p>We are proud of the work that we do</p>

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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.