



Recruitment Information Package

Everything you need to
support your application
and learn more about
joining our team.

www.ireach.org.au

(08) 8531 1303

Our Vision.

“Healthy and resilient people and communities”

Our Values.

inclusivity & diversity

Respect & compassion

Empowerment

innov**A**tion

Connection

Hope

Position Information

Position Title	headspace Peer Worker
Working Location	Murray Bridge, South Australia
Classification	iREACH RURAL HEALTH EBA 2025 – iREACH Level 2
Job Status	0.8 FTE – Fixed Term until 30 June 2027
Pay	\$36.74 - \$39.77/hour \$71,868 – \$77,790 + Super + Salary Packaging
Applications Closing Date	Tuesday, 6 October at 5:00 PM

About Us

Make a Difference in Your Community – Join iREACH Rural Health

iREACH Rural Health is a leading provider of primary health care services across rural and regional South Australia, delivering responsive, community-driven programs that improve access to care where it's needed most.

Originally established in 1995 as the Murray Mallee Division of General Practice, iREACH has grown into a trusted provider working alongside Country SA Primary Health Network (CSAPHN) and other government and non-government partners.

Our services include youth mental health (headspace), mental health support, alcohol and other drug programs, and continuing professional development. We are committed to delivering holistic, evidence-based care shaped by the needs of our communities.

At iREACH, our values guide everything we do: **Inclusivity & Diversity, Respect & Compassion, Empowerment, Innovation, Connection and Hope.**

Learn more: [iREACH Rural Health](#) and [headspace Murray Bridge](#)

About headspace

headspace is the National Youth Mental Health Foundation, providing early intervention services to young people aged 12 to 25. Through a national network of centres across metropolitan, regional, and rural Australia, headspace offers support in four key areas: mental health, physical health (including sexual health), alcohol and other drug services and work and study support.

headspace is designed to make it as easy as possible for a young person and their family to access the help they need for issues affecting their wellbeing.

Since its establishment in 2006, headspace has supported hundreds of thousands of young people and their families through direct clinical services, as well as through health promotion and community awareness initiatives.

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

The Role of a Lead Agency

The **headspace Murray Bridge** centre operates under the auspices of **iREACH Rural Health**, which serves as the **Lead Agency**. Our centre is also supported by a consortium of local partners who share the headspace vision and commitment to improving youth mental health.

Each headspace centre is led by a **Lead Agency** - a locally based organisation that coordinates the delivery of services on behalf of a regional partnership of providers. These include mental health, alcohol and other drug, physical and sexual health, and vocational support services.

The Lead Agency ensures that the headspace centre operates in alignment with the national model while responding effectively to the unique needs of the local community.

Why Join iREACH Rural Health?

Work that matters, close to home.

We are a rural health organisation built around the communities we serve. Working here means your effort is felt close to home, as part of a team that takes real pride in how we show up for our community. We're committed to providing a workplace where you are valued, supported, and inspired.

What you can expect:

- **A team that backs you.** You will have supportive and accessible leadership, and colleagues who pull together. Culture here is invested in deliberately!
- **Flexibility and balance.** This role is available at 0.8 FTE with genuine flexibility and no city commute. We want to support your work/life balance and family-friendly practices.
- **Investment in your growth.** We support ongoing professional development, quality supervision, training, and access to training and scholarship programs available to rural health professionals.
- **Competitive Remuneration:** Receive a salary that recognises your skills and experience.
- **Generous Salary Packaging:** Benefit from attractive salary packaging arrangements (up to \$15,900 tax-free), plus meal and entertainment benefits.
- **5 Weeks Annual Leave** (pro-rata for part-time).
- **10 Days Personal Leave** (pro-rata for part-time).
- **Wellness Leave:** 2 additional days per year on top of standard leave entitlements (after 12 months of service).
- **Paid Parental Leave** (eligibility applies).
- **Employee Assistance Program:** Support services are available for you and your family.

How to Apply

To be considered for this position, applicants must address the Selection Criteria outlined in the Position Description. Applications that do not address the Selection Criteria will not be considered for an interview.

Please ensure your application includes:

1. **Cover Letter** – addressing all Selection Criteria.
2. **Current Resume** – including your qualifications and experience.
3. **Contact Details for Two Referees** – professional references preferred.

Submit your complete application via the relevant job advertisement on SEEK.

We maintain the discretion to extend an offer at any stage of the recruitment process. If you are interested in the position, submit your application as soon as possible!

For further information about the role or application process, please contact:

Rachel Faulkner

headspace Murray Bridge & Victor Harbor Centre Manager

Phone: (08) 835 2122

Email: rachelf@ireach.org.au

POSITION DESCRIPTION

headspace Peer Worker

CLASSIFICATION: iREACH RURAL HEALTH EBA 2025 – iREACH Level 2
(dependent on qualifications and experience - salary sacrifice arrangements are available)

AUTHORISED BY: Chief Executive Officer

UPDATED: July 2026

PART A – POSITION DETAILS

Position Purpose:	The Youth Peer Worker provides engagement, support and advocacy services alongside young people with mental health challenges. They use their lived experience, challenges and learnings to support young people to meet their goals. A large part of the peer worker role is to advocate for young people and connect them to services and supports. Youth Peer Workers work with the headspace multidisciplinary team to support young people, providing assistance in the young person's shared decision making to support their therapeutic goals. Youth Peer Work also includes supporting or leading the delivery of programs or co-facilitating group programs.
Reports To:	headspace Murray Bridge Centre Manager

PART B – KEY POSITION RESPONSIBILITIES

Key Result Areas	Accountabilities
Self-Leadership	• Provide support within the scope of your role and maintain professional boundaries. • Reach out and seek support from the multidisciplinary team and direct line manager. • Actively plan and participate in peer supervision and line supervision. • Actively participate in developmental activities and training to encourage growth in the peer work role. • Role model growth mindset and operate from a recovery focused philosophy.
Youth Engagement	• Provide inclusive, open and honest support to young people, accessing or considering connection to headspace services. • Implement a range of activities and engagement strategies to connect with young people and to foster hope, develop trust and build rapport. • Support young people on an individual level and connect them with group activities and support services.
Individual Support	• Use lived experience, wellbeing challenges and strategies to support young people. • Support young people to feel heard and to know they have a voice and choice in their help seeking, including shared decision making in their care. • Assist young people with setting goals and support them with practical tasks for everyday functioning to help them work towards their goals.
Collaborative Care	• Work alongside the multidisciplinary team to support young people to address challenges and to progress towards their goals. • Support young people and advocate for them to access appropriate care and resources.

Advocacy	Assist young people by providing them with information and guidance through the mental health system and advocate for young people's access to services that will assist them to meet their goals.
Skills Training	Help young people with exercises and activities set by the young person's care team, and participate in goal-setting activities that help young people build skills.
Group Activities	- Work collaboratively with team members to co-facilitate group activities and programs, supporting young people to connect with and actively participate in group-based opportunities. - Encourage engagement in Centre activities and promote involvement in the headspace Youth Reference Group.
Community Engagement	- Assist the Community Engagement Worker to engage young people and key stakeholders in community engagement activities, programs and reference groups. - Assist with planning, implementing and evaluating headspace activities and programs. - Provide information and promote awareness in the community about peer work support for young people.
Reception Support	Assist the Administration team by providing reception support, including welcoming clients and answering telephone enquiries, as required.
Safety & Compliance	- Understand and implement risk management processes to ensure safe, high-quality services. - Maintain current knowledge of Work Health & Safety (WHS) requirements. - Ensure peer worker support and activities facilitated comply with contractual, legislative, and reporting requirements.
Industry/Community Engagement	- Participate in headspace National Peer Worker Community of Practice meetings - Develop working relationships with external stakeholders to increase awareness about headspace services and to enhance pathways of support for young people. - Attend local, state and national meetings and conferences as directed by the headspace centre manager.

PART C – POSITION REQUIREMENTS

Requirement	Accountabilities
Qualifications and Skills	Essential Personal Abilities & Skills - Ability to use lived experience of wellbeing challenges and strategies to provide support to others and engender hope. - Ability to relate to young people and their families and to support and advocate for them to achieve change and quality outcomes. Desirable Qualifications - Certificate in Peer Work/Mental Health
Knowledge and Experience	Essential Knowledge - Issues faced by young people experiencing mental health challenges and their families. - Mental health and drug and substance use issues - Help seeking strategies - Personal and professional boundaries - Computer skills in the Windows environment - Occupational Health, Safety and Welfare Act, policies and Practices

	- Equal Opportunities Legislation, policies and practices Desirable Knowledge - Understanding the recovery process and ability to discuss strategies to support young people. - Individual and group activity planning for young people. - Appropriate community resources for families and adolescents. Essential Experience - Skills and demonstrated behaviours that are positive towards young people and their mental health. - Willingness to complete headspace training. Desirable Experience - Working with young people, families, agencies and communities in a peer work capacity or experience with transferable skills. - Facilitation or co-facilitation of community events or group activities. - Developed computer skills, including client database tools.
Personal Attributes	Essential - Approachable, and highly developed communication skills. - Empathy and willingness to share lived experience to assist others. - Inclusive and non-judgemental with a willingness to celebrate diversity and support young people and family members from diverse backgrounds. - Ability to work independently and cooperatively in a team environment. - High level of resilience to work through challenges. - A level of self-awareness to engage in reflective practice and understanding of strengths and developmental areas. - Results-oriented, demonstrates a high level of personal motivation to achieve targeted outcomes. Desirable - None Specified

PART D – KEY PERFORMANCE INDICATORS

Indicator	Measure	Description
Client Engagement	75% of young people seen within 2 weeks of referral for peer support. 8 individual support sessions delivered per week. 1 group session (peer-led or co-facilitated) per week.	Engagement and provision of peer work support to individual young people and groups

Client Outcomes	80% of clients have a wellbeing plan developed, in conjunction with the young person and care team. 80% of clients feel heard and understood by the peer worker in feedback forms. - Young people report an increase in willingness to attend headspace services in hAPI surveys.	Young people benefit from the engagement and support of a peer worker
Client Transitions	- Increase in centre engagement statistics in hAPI due to peer worker engagement. - Young people are referred to internal and external service to assist with their wellbeing.	Young people are engaged in services and connected with internal and external services, as appropriate.
Client Satisfaction	80% of young people are satisfied with the peer worker support. 80% of the qualitative feedback in feedback forms is positive. - Contribute to the increase in hAPI surveys with young people.	Young people are satisfied with the support they receive with the peer worker.
Team Integration and Care Collaboration	- Attend 80% of clinical review meetings and team meetings to ensure the peer worker role is integrated into services. - Collaborative care with clinicians, vocational specialists and cultural team for 75% of young people the peer worker supports. 100% of the peer workers caseload is discussed at caseload review. - Support 1-2 community engagement or awareness activities per quarter.	Peer worker support is integrated and embedded into all four streams of headspace services.
Professional Development	- Completed annual development plan, with identified training and skill development. 100% of headspace induction training and approved training is completed. - Active engagement in peer supervision sessions and community of practice.	Commitment to development and growth in the peer worker role.
Compliance	100% of peer support sessions are documented in MMEx within 5 days of service. - hAPI service provider surveys are completed within 2 days of service. 100% compliance with organisational policies	Organisational policies and procedures are followed, and data entry requirements are met.
Cultural Safety & Inclusion	Deliver services that are culturally safe and inclusive.	100% completion of cultural competency and LGBTIQA+ training and demonstrated inclusive practice.
Conduct	Consistently demonstrate iREACH values in approach and outcomes.	Consistently demonstrate the iREACH values ensuring an equal focus on the approach to delivery as well as the outcome.

Performance will be assessed based on observable behaviours, accuracy of work, timeliness, and contribution to service delivery outcomes, particularly where system-based measurement is limited.

Specific performance expectations will be agreed upon with the manager during each performance review period.

PART E – ORGANISATIONAL RESPONSIBILITIES

Key Result Areas	Accountabilities
Work Health & Safety	• Ensure, as far as reasonably practicable, that employees, visitors and contractors are safe from injury and risk to health while at an iREACH worksite. • Comply with organisational WHS policies and procedures. • Identify and report hazards, risks and incidents. • Follow reasonable directions relating to workplace safety.
Customer Service	• Maintain professional and responsive customer service standards for both internal and external stakeholders.
Child Protection	• Hold a current National Police Certificate in compliance with the South Australian Children and Young People (Safety) Act 2017. • Maintain a valid Working with Children Check (WWCC). • Maintain current Child Safe Environments training.
Compliance	• Support the aims and objectives of iREACH and headspace through adherence to policies, procedures and professional conduct standards. • Understand and comply with all policies, procedures and reasonable direction whilst demonstrating professional workplace behaviours in accordance with the iREACH Code of Conduct. • Comply with the headspace Model Integrity Framework (hMIF).
Legislative Requirements	• Practice within relevant legislation, professional codes of conduct and organisational governance frameworks. • Promote equal opportunity and prevent harassment, bullying and discrimination.
Delegated Authority	• Comply and refer to the Corporate Governance Policy: Delegation of Authority and associated Schedule for the authority levels assigned to this role.
Professional Development	• Participate in annual performance review and professional development.
Mobility	• Must hold a current South Australian Driver's Licence. • This may include intrastate and interstate travel, including overnight stays, using a range of transport options as appropriate. • Any approved use of a private vehicle for work purposes will be reimbursed in accordance with the applicable Modern Award or organisational policy.