
ONLINE YOUTH PEER WORKER

APRIL 2025

orygen

POSITION SUMMARY

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| Location: | Western Australia based – hybrid working | | |
| Functional area: | Orygen Digital | | |
| Classification/ Salary: | Social, Community, Home Care and Disability Services Industry Award 2010, Social and Community Services Employee Level 2 commensurate with skills and experience pro rata + 11.5% super + access to \$15,900 NFP salary packaging | | |
| Job level: | 1 | | |
| Reports to: | National Peer Work Manager | | |
| Employment type: | Part time (0.6-0.8 FTE) | | |
| Employment length: | Ongoing, subject to funding | | |
| Direct reports | - | Indirect reports | - |

POSITION PURPOSE STATEMENT

The Youth Peer Worker is responsible for the delivery of peer support to young people on Orygen Digital's Moderated Online Social Therapy (MOST) platforms. Youth Peer Workers are committed, passionate young people who have personal and lived experience of mental health challenges and/or mental health service use. Youth Peer Workers intentionally share this lived experience to young people on the platform in order to guide young people through the mental health journey and/or supporting them through their time on MOST. The Youth Peer Worker – Mental Health role works alongside young people aged 12-25 on both MOST (15-25) and MOST Under 15s platform (12-14).

About Orygen Digital

Orygen Digital is the technology division of Orygen, a global leader in youth mental health research and clinical care. Their mission is to revolutionise the youth mental health system globally, by bringing together the best of technology, research, innovation and clinical services to support young people and their families.

REVOLUTION IN MIND

POSITION FOCUS

| | Key responsibility area | Percentage |
|---|----------------------------|------------|
| 1 | Peer support | 60% |
| 2 | Content development | 20% |
| 3 | Risk and safety management | 10% |
| 4 | Other | 10% |

POSITION KEY RESPONSIBILITY AREAS

1. Peer support

- Welcoming, supporting and orientating young people onto the MOST platform.
- Listening to, validating and providing information to young people experiencing mental ill-health on an online social network.
- Supporting young people with basic tech support for onboarding the platform.
- Providing one on one peer support and navigation of the platform to young people online.
- Promoting methods of self-care to young people from the perspective of a peer with a lived experience of challenges with mental health, physical health, drug and alcohol use, work and study or caring for someone with mental-ill health.
- Being clear with MOST clients about their role as a peer support worker and what support they can and cannot provide.
- Taking opportunities within the organisation to share their lived experience in a professional capacity to improve the MOST platform.

2. Content development

- Developing and generating authentic content for the social network.
- Contributing to user experience (UX) aspects of the platform by attending occasional workshops, reporting bugs and making suggestions for how the platform can be improved and made more relevant to the young people who access MOST.

3. Risk and safety management

- Informing clinical and youth engagement staff about any risk issues and concerns related to MOST clients.
- Following safety protocols and confidentiality and clinical practice guidelines when working with young people on the platform.
- Passing on any feedback received by MOST clients to youth engagement staff and clinical team members.
- Collaborating with clinical staff and other peer workers to ensure the safety and engagement of young people online.
- Basic risk assessment distress tolerance and escalation skills.
- Referral to emergency services and external services when required.

4. Other

- Modelling appropriate usage of the platform to set the norms for appropriate behaviour online.
- Actively participating in group supervision sessions with clinical and non-clinical staff.
- Complying with and support others to comply with Orygen's policies and procedures, including taking appropriate action to hold others accountable and promote a workplace culture that is safe, diverse and inclusive.

- Any other duties as reasonably requested by the National Peer Work Manager, Senior Clinician and/or Director, Orygen Digital.

EDUCATION / QUALIFICATIONS

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| Desirable | <ul style="list-style-type: none"> • Qualifications in a relevant discipline such as certificate IV in peer work, youth work, community development or degrees in social work, psychology, or health services (can be in the process of completing). • ASIST training (or completing it). |
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EXPERIENCE / SKILLS

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| Experience / skills | <ul style="list-style-type: none"> • Aged between 18 and 30 years for the duration of their employment term. • Personal experience of challenges with mental health, physical health, alcohol and other drug use, work and/or study. • Personal experience of a period of recovery and receiving treatment/navigating health systems and support services within WA. • High standard of computer skills including knowledge of Microsoft Word and Outlook as well as familiarity with technology and social media. • Demonstrated experience with online social networking platforms or supporting young people with health and wellbeing. • Experience and/or knowledge of peer work principles as they apply in a youth health setting. • Excellent time management skills. • Experience in online platforms and social media supporting young people or health promotion. • Demonstrated digital skills and competence with technology. • Experience following duty of care framework or working in a clinical context. • Previous experience using your lived experience in a professional capacity in the workforce (for example in a peer worker position, in a volunteer capacity in a youth specific service or as a youth advisor or in a digital service) is desirable. |
| Personal attributes | <ul style="list-style-type: none"> • Passion, energy and determination to make a difference to the health outcomes for young people. • Demonstrated ability to use your lived experience in a recovery-orientated manner; validating young people's experiences and communicating optimism and hope. • Capacity to problem solve effectively, engage with and work creatively in partnership with young people. • Ability to work effectively independently and in a team composed of other young people, clinical and non-clinical staff. • Interest in innovation and digital tools for youth mental health. • Interest in either of the following: content creation, creative writing, mental health advocacy, youth advocacy. |

KEY RELATIONSHIPS

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| Internal | <ul style="list-style-type: none"> • National Peer Work Manager • Clinicians • Career consultants |
| External | <ul style="list-style-type: none"> • MOST users |

SPECIAL REQUIREMENTS

- **After hours will be required and weekend work may be required – some shifts are 11am – 7pm (AWST).**
- Unrestricted right to live and work in Australia.
- A current National Police Check will be required.
- Any offer of employment is conditional upon receipt and maintenance of a satisfactory Working with Children Check.
- You may be required to work across more than one of Orygen's sites, which are currently located within the north and west of Melbourne.
- In line with government guidelines, this position may need to be based at home during certain periods. As such a reliable internet connection will be required.
- Occasional out of hours, evening and/or weekend work may be required.

SAFETY, HEALTH AND WELLBEING RESPONSIBILITIES

Employees are required to comply with all workplace health, safety and wellbeing policies and procedures of Orygen.

In addition, employees are expected to:

- Promote and demonstrate Orygen's high standards in relation to health, safety and wellbeing, championing a culture of safety in the workplace.
- Take responsibility for their own safety, health and wellbeing and for their colleagues and others they work alongside, as far as they are able.
- Follow policies, training and guidelines related to Workplace health, safety and wellbeing, including reporting of unsafe work practices, incidents, hazards and near miss events.
- Be committed to promoting and protecting the safety and well-being of all children and young people and embedding safeguarding practices into all our programs and services.
- You may encounter sensitive information related to mental health as part of your work. Being aware of this and how it could affect you and planning accordingly is essential.

ACKNOWLEDGEMENT

Confirming this position description has been read and understood by:

| | |
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| Name | [insert name] |
| Signature | [insert signature] |
| Date | [insert date] |