

ONLINE YOUTH PEER WORKER

JULY 2026

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POSITION SUMMARY

Location:	Western Australia based – work from home		
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 + 12% super + access to \$15,900 NFP salary packaging		
Job level:	1		
Reports to:	National Peer Work Manager		
Employment type:	Part time (0.8 FTE)		
Employment length:	Contracted position, until 30 August 2027		
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

Desirable	• 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

Experience / skills	• 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	• 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

Internal	• National Peer Work Manager • Peer Work Coordinator • Clinicians • Career consultants and National Manager – MOST Career Programs
External	• 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:

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

Lived experience at Orygen

WHAT YOU NEED TO KNOW

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Please note: this document should be read in conjunction with the position description and job advertisement.

What is lived experience work?

Lived experience at Orygen refers to a past, present and/or ongoing personal experience of mental ill-health, or the experience of caring/supporting a person who has experienced mental ill-health. This may also include how specific experiences intersect with mental ill-health, system navigation, and recovery. People with lived experience are sometimes referred to as consumers or carers and their lived experiences known as consumer or carer lived experiences.

Lived Experience (Peer) workforce collectively describes workers in designated positions who use their own lived experience to shape and inform their professional practice.

The term “living experience” is sometimes used to acknowledge ongoing experiences of mental health challenges or caregiving.

Orygen acknowledges that lived and living experiences are diverse and go beyond mental ill-health. They can include experiences shaped by identity related to gender, sexuality, culture, and other factors for example belonging to communities such as Aboriginal and/or Torres Strait Islander. While these intersectional perspectives are highly valued and integrated into our work, including identified positions with Orygen, this document specifically focuses on lived experience positions related to mental ill-health.



What does working as a lived experience (peer) worker mean at Orygen?

At Orygen, young people and families are employed in a range of positions that are grounded in their lived experience. These positions span various settings and carry diverse responsibilities, including leadership, consultancy, research, and peer support within clinical services.

These positions are examples of designated lived experience positions meaning that they require the staff member to have lived experience of mental ill-health, or of supporting/caring for a young person with mental ill-health and use these experiences within their work. This designation is also reflected within position descriptions which **require candidates** to openly identify as having a personal or family **lived experience of mental ill-health**.

Peer workers use their lived experiences of mental ill health and/or navigating the mental health system to facilitate peer support relationships. They may do this by sharing aspects or reflections of their lived experiences to connect, inspire a sense of hope and optimism, and support young people or families.

The principles of peer support, which provide the foundation to inform the position in delivering this work include

- hope and optimism,
- mutuality,
- empathy,
- choice,
- respect,
- authenticity
- and inclusion.



Things to consider before applying

Lived experience (peer) work and you

Before applying for a peer worker position, it's crucial to understand that this position will often involve **intentionally using your own lived experiences** within your work and when providing support to others. While rewarding, this can have a **personal impact**, as you will be building strong, respectful relationships with young people, families and carers and sometimes sharing insights to support them during their experiences with Orygen's services.

This requires an understanding and reflection around your current personal circumstances and whether a lived experience position is right for you at the time that you apply. This may include your own self-awareness around how you can support yourself in the role or knowing the parts of your lived experience that you are comfortable with sharing with others.

You will receive support through supervision, training, and reflective practices, but it is important to be prepared for the personal challenges that may arise both in and outside of work.

Working in a multidisciplinary team

Peer workers play a vital role at Orygen, offering a unique perspective grounded in lived experience, rather than clinical expertise. To ensure comprehensive care, it is essential that peer workers collaborate closely with the broader clinical team and where appropriate speak up on matters through a lived experience perspective. This includes attending team meetings, engaging with external service providers, and participating in clinical reviews. Additionally, peer workers are expected to document brief notes after interactions with young people or after facilitating peer group sessions from a lived experience perspective.

These perspectives grounded in lived experience often provide new or alternative ways of understanding the experiences of young people and families accessing services.

Peer workers are **publicly identified** as having lived experience, which is a key part of the position and helps demonstrate the value of sharing personal experiences. In clinical settings, you may be the only lived experience worker in your team, which can make this visibility feel different.

How much you choose to share is up to you, but it's important to understand that others in the organisation may identify you as having lived experience, even if you do not know them personally. This visibility is part of the position's impact and contribution to the broader service culture.



What next?

If you are excited about this position and eager to be part of our dynamic team, we strongly encourage you to apply via the job advertisement. Should you have any questions, feel free to reach out to the careers team at **careers@orygen.org.au**

For more information on the Orygen application process please visit - **WORKING AT ORYGEN**