

## Position Description

This position description is available in large print and other accessible formats upon request.

<b>Position Title</b>	Peer Worker
<b>Directorate / Service / Program</b>	Family Safety & Therapeutic Services / Safe at Home
<b>Reports to</b>	Team Leader, Safe at Home
<b>Location</b>	Federal Mills, North Geelong
<b>Classification</b>	Social, Community, Home Care and Disability Services Industry Award Level 4
<b>Date Revised</b>	March 2026

### About Us

We are Meli, inspired by the word Meliorism. The belief that the world can be made better through human effort.

Meli is a Victorian not-for-profit organisation, offering a unique combination of services to support members of our community throughout their lifetime, from early childhood through to adolescence and adulthood.

Everyone faces challenges occasionally, and Meli is here to lend compassionate help, and to take a preventative and early response approach – no matter how big or small a problem.

**Our Purpose:** Supporting people, strengthening communities.

**Our Vision:** A fair, safe and inclusive community where everyone can thrive.

**Our Values:** Build Connection, Show Courage, Inspire Action, Celebrate Difference, Be Dynamic.

**To learn more about Meli please visit our website [www.meli.org.au](http://www.meli.org.au)**

### Position Overview

Safe at Home works alongside women, children, and young people who are impacted by family violence, using a whole-of-family approach. We recognise that everyone's experience is different, and that safety, healing, and recovery are stronger when support is respectful, inclusive, and informed by lived and living experience.

This is a peer support role that works alongside Family Violence Case Managers. The role supports women to feel understood, supported, and informed as they work towards greater safety. This may include supporting women to stay safely in their own homes, or to explore other housing and community options when staying home is not safe.

Drawing on lived or living experience, the Peer Worker offers empathy, connection, shared understanding, and encouragement. The role focuses on walking alongside

women, supporting choice and self-determination, and helping navigate services and systems in ways that feel accessible and empowering.

The role is non-clinical and works within clear peer boundaries. It is grounded in trauma-informed, strengths-based practice and is supported through regular supervision, training, and mentoring to ensure safe, reflective, and sustainable peer work.

## Key Accountabilities

**Duties of this position may include, but are not limited to the following:**

- Build trusting, safe, and empowering relationships with clients using intentional lived experience and trauma informed, strength based approaches.
- Support risk identification collaboratively with practitioners without conducting formal assessments such as MARAM.
- Assist clients with recovery planning and safety focused goals, aligned with Safe at Home case plans.
- Help clients understand service pathways and provide practical guidance to access supports, resources, and community connections.
- Provide clear, accessible explanations of the Safe at Home program to help clients make informed decisions about their goals and supports.
- Promote respectful relationships, boundaries, and self advocacy, modelling healthy communication and help seeking behaviours.
- Contribute lived experience perspectives during team meetings, reflective practice, and shared learning spaces, without assuming the experiences of others.
- Maintain clear boundaries, role clarity, and self awareness, practising within defined scope and prioritising wellbeing.
- Participate in internal and external supervision, SHARC training, reflective practice, and ongoing development to support safe and ethical peer work.
- Contribute to program improvement and the Safe at Home pilot by sharing feedback and insights that help shape future practice.

### **Organisational Accountabilities:**

- Other reasonable duties as directed
- Apply Meli's quality and risk management frameworks
- Understand and comply with the standards of a child safe organisation in both practice and culture
- Active involvement in professional development to build knowledge and skills
- Make decisions following the values, and the relevant standards, practices, policies, procedures, regulations, industrial instruments and legislation

## Qualifications, Skills, and Experience

- A relevant qualification is desirable, such as a Certificate in the community services sector (e.g. Community Services, Alcohol and Other Drugs, Mental Health).

- Alternatively, candidates may be working towards a relevant qualification and/or have demonstrated experience in the sector.
- Capacity to share lived experience in a way that supports others while maintaining appropriate personal and professional boundaries. Training, supervision, and mentoring will be provided.

## Other requirements of the role

All employees must undergo and maintain a range of satisfactory checks as a condition of employment. These include:

- Working with Children Check
- National Coordinated Criminal History Check (NCCCHC)
- International Police Check (if required)
- Have the right to work in Australia

## Key Stakeholders

- Meli employees
- McAuley Community Services for Women
- DFFH Child Protection
- DFFH Housing
- Victoria Police
- Barwon Orange Door
- Legal Representatives
- Other community service organisations

## Physical requirements & Environmental Conditions of the role

Meli is committed to creating inclusive spaces that are accessible for everyone by reducing and/or removing barriers through reasonable adjustments.

The following table shows the physical and psychological work environment characteristics that have been identified as part of this role. Where possible, Meli will make reasonable adjustments to support individuals to succeed in their roles.

Required Activities / Working Environment	Frequency
<b>Computer based tasks, sedentary position, office based</b>	Often
<b>Repetitive manual tasks</b>	Often
<b>Working in buildings which may have stairs</b> <i>(Reasonable adjustments can be made)</i>	Sometimes
<b>Driving, in &amp; out of vehicles</b> <i>(If driving is required, must hold current Victorian Driver Licence)</i>	Often

<b>Bending, lifting, pushing, pulling</b>	Often
<b>Working alone or at a co-located site</b>	Sometimes
<b>Confrontational/confronting situations</b> (Due to the nature of our work, there may be times when staff are exposed to content, behaviour, language and/or situations that can be confronting)	Sometimes
<b>Working outside in differing weather conditions</b>	Rarely
<b>Working on-call and/or after hours</b>	Sometimes
<b>Attending external locations including client homes</b>	Often

## Inclusion Statement

Meli is committed to being a place where everyone has a sense of belonging.

We embrace the unique perspectives and experience of our people and our community, and their voice is at the heart of our values and decision making.

We aim to be courageous as we learn, grow, and evolve as an accessible, inclusive and safe organisation for people of all identities.

We are working to create a team of people who reflect the diverse community we support. Aboriginal and Torres Strait Islander, LGBTQIA+, culturally diverse people, those living with a disability, and those looking to return to the workforce following a break in their career, are encouraged to apply for our roles.

## Child Safety Statement

Meli is committed to child safety in every aspect of the organisation. We take deliberate steps to protect children from physical, sexual, emotional, and psychological abuse and neglect. Our organisation fosters openness to create a culture in which everyone – staff, parents, carers, and children – feel confident, enabled, and supported to safely disclose child safety or wellbeing concerns.

We have zero tolerance of any abuse or maltreatment of children. We are committed to ensuring children and young people are able to actively participate in decisions that affect their lives.

We understand our legal and moral obligations to treat any child safety concerns seriously. We report any allegations and wellbeing concerns to authorities. We are committed to the cultural safety of all children and young people. This includes providing a safe environment for children and young people with a disability, who are Aboriginal and Torres Strait Islander, from culturally and/or linguistically diverse backgrounds or who identify as LGBTQIA+.

Meli's policies and practices promote the safety and wellbeing of children and establish an effective, consistent approach to prevent, respond to and encourage the reporting of allegations of child abuse and harm.

All children, their families and carers should feel welcome at Meli, including feeling able to express their identity and raise concerns about their own or others' safety.

## Employee Declaration

I have read and understood this Position Description and in signing this document agree that I can fulfill all the requirements of the position described in this document. Additionally, I agree to notify management immediately of any change in my capacity to meet any of the requirements outlined in this Position Description.

<b>Name:</b>	<b>Signature:</b>	<b>Date:</b>

**Note:** The intention of the position description is to provide an outline of scope and responsibilities, at a point in time. Please note, responsibilities may evolve in accordance with organisational needs.