

## Position description

<b>Title</b>	Peer Support Coordinator
<b>Team</b>	Counterpart
<b>Work location</b>	Level 8, 255 Bourke St, Melbourne.
<b>Employment type</b>	Casual
<b>Classification</b>	WHV Enterprise Agreement 2018 Level 3 Classification
<b>Position reports to</b>	Team Leader Operations/Volunteer Coordinator
<b>Direct reports</b>	Nil
<b>Indirect reports</b>	Nil

### 1. Role Purpose

The Peer Support Coordinator will work closely with Counterpart staff, Peer Support Volunteers and stakeholders to coordinate peer support services. This includes providing a welcoming, relevant, and safe service to better support all women living with cancer in Victoria, increasing our reach.

This role will support Peer Support Volunteers to provide peer support and information at several locations, including in the Resource Centre and through the Bridge of Support service at hospitals such as the Royal Melbourne Hospital, Royal Women's Hospital, Sunshine Hospital, and the Peter MacCallum Cancer Centre.

This role will also assist in evidence-informed health promotion and other project work to support the service to achieve its objectives.

### 2. Key responsibilities

- 2.1 Work as part of the Counterpart team to plan, organise, promote and implement high-quality service delivery.
- 2.2 Work directly with Peer Support Volunteers to engage with service users and support volunteers in responding to requests for information and support.
- 2.3 Provide direction and ongoing training to all Counterpart volunteers, including peer support and administration volunteers.
- 2.4 Routinely debrief with Peer Support Volunteers on matters that arise through their peer support role and contacts, coordinating with the Team Leader Operations/Volunteer Coordinator in complex cases as required.
- 2.5 On occasion, directly provide information and support to service users, including responding to complex requests for information and support; liaising with, or referring to, other services and sourcing information specific to individual requests as required.
- 2.6 Respond to referrals from service providers and provide information and support to service users.
- 2.7 Facilitate continuity of service provision and timely completion of required follow-up through effective handover and communication with other members of the Peer Support Team.
- 2.8 Communicate effectively, share information and work cooperatively with team members to contribute to the achievement of individual, team and organisational goals.

- 2.9 Foster a safe and healthy workplace by adhering to health and safety policies and procedures, and promoting a culture of wellbeing, inclusion and respect.

### **3. Organisational relationships**

#### **Internal**

Works closely with the Counterpart Team, extending to Volunteers.

#### **External**

Stakeholders, service users and related support network, contractors, partner and health organisations, sponsors, relevant government organisations.

### **4. Selection criteria**

#### **Qualifications**

- 4.1 Tertiary qualifications in Health/Social Sciences, or a related field, or equivalent work experience.

#### **Work Experience**

- 4.2 A minimum of 5 years' experience in Health/Social Science or related area
- 4.3 Experience in not-for-profit organisations (preferred).
- 4.4 Experience in working with diverse communities of people in a service delivery role within a health or community setting, particularly with stakeholders and / or service users demonstrating significant emotional distress.
- 4.5 Demonstrated experience working with volunteers, including the ability to coordinate, support and debrief volunteers.

#### **Skills and Competencies**

- 4.6 A commitment to and understanding of intersectional feminist values and practices, particularly in relation to cancer and the social model of health.
- 4.7 Exceptional communication and interpersonal skills alongside a strong awareness of issues for women living with cancer.
- 4.8 Demonstrated experience in identification and assessment of evidence-based and high quality information and resources, relating to women living with cancer.
- 4.9 Strong organisational and time management skills.
- 4.10 Demonstrated competency in case management software and volunteer management systems.
- 4.11 A current Victorian Driver's License (preferred).
- 4.12 A current Working With Children Check and National Police Check.

#### **Approved:**

Sally Hasler, Chief Executive Officer

**Date: 18 February 2025**

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*WHV values diversity and aims to attract and retain the best talent that reflects a variety of perspectives and experiences. We welcome applications from people of all ages, disability, ethnicity, family and caring responsibilities, gender, religion, sexual orientation and cultures including people of Aboriginal and/or Torres Strait Island heritage.*