

<b>Title</b>	Peer Support Lead (Counterpart)
<b>Team</b>	Counterpart
<b>Work location</b>	Level 8, 255 Bourke St, Melbourne
<b>Employment type</b>	0.8 EFT (flexible as negotiated)
<b>Classification</b>	WHV Enterprise Agreement 2025 Award SACS Level 6.3 classification
<b>Position reports to</b>	Manager Counterpart
<b>Direct Reports</b>	Volunteer and Data Coordinator, Regional Programs Coordinator, Peer Support Coordinators, Counterpart Volunteers
<b>Indirect Reports</b>	Nil

### 1. Role purpose

The Peer Support Lead is responsible for leading the day-to-day operations of the Counterpart Peer Support team and volunteers to deliver a high-quality and innovative peer support service for women and gender diverse people living with cancer across Victoria.

Working closely with the Counterpart Manager, this role will supervise and support the Counterpart Peer Support team and volunteers, oversee service delivery requirements across the Melbourne Hub, regional peer support hubs and the Bridge of Support program. This role will also build the capacity for Counterpart to respond to demand for peer support services, particularly to support equity and access for priority populations.

### 2. Key responsibilities

- 2.1 Lead day-to-day management of the Counterpart peer support services including workforce management and rostering staff, performance management and support, professional development, recruitment and induction for new staff and volunteers.
- 2.2 Ensure the consistent delivery of person-centered peer support services across all programs and platforms, aligned with Counterpart's service principles and responsive to community needs. This includes travelling regionally as required.
- 2.3 Ensure all Counterpart services are effectively planned, delivered, monitored and compliant with organisational, legal, regulatory, quality and funding requirements. This includes ensuring service documentation is current, accessible, and supports service delivery.
- 2.4 Strengthen Counterpart's responsiveness to the unique service needs of priority populations through the development and implementation of inclusive service strategies.
- 2.5 Oversee data collection and reporting including Community Management System and the Better Impact Volunteer Management System.
- 2.6 Working closely with the Senior Quality and Delivery Officer, implement quality frameworks including staff support, internal reviews, and monitoring and validation of Counterpart peer support systems to maintain accurate information and services.
- 2.7 Work closely with the Counterpart Manager and Counterpart Team to develop and maintain strong relationships with key stakeholders including health organisations, hospitals, community groups, volunteers and government bodies to support program delivery and raise awareness of Counterpart services, increase referrals, support effective integration and delivery of peer support services and build opportunities for collaboration.

- 2.8 Work with the Advocacy and Communications team to promote stakeholder activities through digital channels, social media, newsletters and community outreach, including assisting in the creation of marketing materials.
- 2.9 Work with the Volunteer and Data Coordinator to support volunteer engagement, a positive volunteer culture, and promote inclusive volunteering practices to respond to the unique service seeking needs of priority populations.
- 2.10 Motivate and support team members to achieve high standards of performance, delegate tasks and responsibilities, provide positive and constructive feedback on their performance against expected standards, recognise coaching needs, celebrate successes and take action to resolve performance matters.
- 2.11 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, Counterpart Peer Support Volunteers, Evidence and Capacity Building team, Advocacy and Communications team.

#### **External**

Service users; cancer support services, groups and providers; health professionals, health and community sector organisations and hospitals.

### **4. Selection criteria**

#### **Qualifications**

- 4.1 Tertiary qualification in a relevant discipline such as health, community services, social work (preferred), or equivalent work experience.

#### **Work experience**

- 4.2 Minimum six years' experience working in service development, implementation, and evaluation with a focus on diverse communities in the health and community sector.
- 4.3 Experience building and maintaining effective stakeholder relationships and partnerships.
- 4.4 Experience in or knowledge of the cancer sector (preferred).

#### **Skills and competencies**

- 4.5 Excellent interpersonal skills with the ability to build relationships with diverse stakeholders.
- 4.6 Demonstrated experience in leading, supporting and developing teams, including providing supervision, fostering a positive team culture, and ensuring effective delivery of program objectives.
- 4.7 Strong ability to manage competing priorities and adapt to changing service needs.
- 4.8 Competence in using case management software (e.g. Community Data Solutions) and volunteer management systems (e.g. Better Impact).
- 4.9 Demonstrated ability to plan, evaluate and deliver inclusive, accessible, consumer-centered services tailored to the needs of diverse women and gender diverse people.

**Approved:**

Sally Hasler, Chief Executive Officer

**Date: 2 June 2026**

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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.*