

POSITION TITLE	Peer Support Worker – Youth
REPORTS TO	Team Leader – Youth Development Services
LOCATION	Lilydale
DATE	July 2026
KEY RELATIONSHIPS	Other Agency Staff Client families Relevant government and community agencies Other Agency stakeholders

Our Values



Belief

We believe in the potential of every individual experiencing homelessness. Our focus goes beyond shelter—prioritising resources and support to nurture agency and foster growth. We empower individuals to take control, create their own pathways towards a self-determined future.



Authenticity

We value real connections and open dialogue with our clients, staff, and partners. By fostering a culture of honesty and acceptance, we create transparent, trustworthy relationships. We celebrate and embrace the diversity that makes up Anchor, giving a platform for all individual voices to be heard.



Collaboration

We value the diverse experiences and perspectives of all involved in our mission. Across a diverse set of teams, we foster a sense of unity, listening and working together to achieve the best outcomes for our clients. For while our specific work may be different, what we work towards is the same.



Empathy

Support at Anchor is deep, meaningful, and client centred. We understand that no two individuals experience the same disadvantage, nor have the same aspirations. Every day in our work, we take the time to understand each client, understanding their journey. We place our clients' needs before our own, especially at times of crisis.

About Youth Development Services

Anchor's integrated approach addresses often complex needs and circumstances so that people experiencing or at risk of homelessness, can learn, develop, and thrive. We are always looking for new initiatives to support young people and we currently offer a range of services including:

- Supported Accommodation for young people in Anchor's accredited Foyer (16–24 years of age) and transitional housing settings.
- Private rental brokerage to assist with living independently (up to 25 years of age).
- Family reconciliation services.
- Holistic case management including goal setting and care plans.
- Private rental and Victorian Housing Register applications.
- Specialist referrals.
- Support with funding applications.

Anchor prides itself on working from the theoretical frameworks underpinning Advantaged Thinking, Trauma Informed Practice and strengths-based case management where the voice of clients and families are considered a priority to informing our practice and service delivery.

Position Summary

This is a key role contributing to Anchor's purpose where we believe in an Australia where anyone experiencing homelessness has a pathway to safety and independence – we're here to help them find it.

The Peer Support Worker – Youth engages respectfully with young people and their families to ensure services are delivered in a culturally safe and informed manner. Central to the role is a commitment to embedding the voices and needs of young people in all aspects of service planning and delivery.

Through both individual and group support, the Peer Support Worker provides information, education, and practical assistance to develop the tools and skills for life, supporting a successful transition out of specialist homelessness services.

This role draws on the worker's own lived experience of navigating the homelessness service system and help-seeking processes. Such experience is utilised to build authentic connections with young people and provide hope for the future and insight into the challenges, barriers, and concerns they may encounter.

The Peer Support Worker – Youth plays a key role in promoting co-design and leading co-production practices, encouraging and supporting young people, and helping keep young people at the centre of our service responses.

The incumbent is expected to perform their duties in alignment with Anchor's policies, procedures, values, and philosophical framework, and to maintain the highest standards of professional conduct and ethical practice.

People in this role are expected to assume a positive and balanced approach to work. This includes actively working towards a healthy and respectful environment free from harassment and discrimination.

Accountabilities

The primary accountabilities of the role are as follows but not limited to:

- Support co-design and co-production in all aspects of the service including planning, program design, program evaluation, and decision making.
- Provide support to young people and their families, including advocacy and assistance to access specialist services.
- Co-design with young people, participate in and facilitate out-of-hour group activities alongside young people in Anchor's Youth Foyer and Transitional Housing.
- Engage with Anchor's internal youth programs and crisis response team to ensure a continuity of service for clients.
- Support young people to access brokerage as appropriate.
- Engage with community stakeholders to enhance opportunities for young people, including community connections and social inclusion opportunities.
- Assist in the development of training and resources that build tools and skills for life.
- Maintain accurate, comprehensive participant records and statistical data in accordance with Anchor's policies.
- Remain informed of relevant changes within the sector and client groups as well as

government funding standards and policies.

- Other duties, as directed by the Team Leader – Youth Development Services.

Anchor's Capability Framework

The Anchor Capability Framework describes the capabilities required to meet the expectations of clients, colleagues and communities in today's changing environment. These capabilities work together to provide an understanding of the knowledge, skills and abilities required of staff in this role.

Key Capabilities

Achieve results: Successfully engages with young people to assist them in setting and achieving their goals.	Resilience: Maintain self-care practices and role model the ability to identify strengths and practice sustainable self-care strategies for young people.
Empowerment: Enhances young people's ability to use their own resources and capacities to solve problems and achieve goals.	Integrity: Understands and models Anchor's social, ethical and organisational standards and responsibilities in all interactions.
Guides, mentors and learns: Identifies and develops talent. Encourages and motivates young people to engage in continuous learning and personal growth.	Advocacy: Champion the voices and rights of young people both within Anchor and externally as appropriate.
Listen, Understands, Adapts: Listens carefully to others and ensures mutual understanding and actively addresses any miscommunications.	Problem Solves: Uses and shares experience and knowledge of work area to assist in day-to-day problems and achieving work outcomes in a positive way.

Inherent requirements of Work Activities/Environment

Following is a table that outlines the main physical and psychological requirements of the position.

Element	Key Activity	Frequency
Work Environment	Manage competing and changing workloads and priorities.	Daily
	Work in a team environment.	Daily
	Work in different geographic locations.	Regular
	Be exposed to all outdoor weather conditions.	Regular
	Work in unstructured environments.	Regular
	Work outside of office hours.	Regular
	Drive vehicles with young people in car.	Regular
	Work in buildings which may be two-story.	Daily
	Work in open plan office	Daily
	Sit at a computer or in meetings for an extended period, concentrating for long periods of time.	Regular
	Work with a variety of stakeholders at various locations.	Regular
People Contact	Collaborate face-to-face with a team of coaches, support workers and casual workers, ensuring positive outcomes.	Daily
	Work individually and with groups of young people	Daily

	face-to-face.	
	Interact with government, non-government and community organisations.	Regular
	Advocating for clients.	Regular
	Interreact with young people who may display the full range of emotional expressions, including parents, significant others, family members, advocates, doctors, police.	Regular
	Respond to critical incidents including the completion of incident reporting	Occasional
	Engage with appropriate community networks and consultation opportunities to enable better service delivery and drive quality outcomes.	Regular
Administrative Tasks	Undertake administrative tasks which may include the following: managing participant records and statistical data, referral documents, brokerage applications and emails.	Daily
	Ensure young people know how they can provide feedback both internal and through external organisations.	Regular
	Participate in supervision, client reviews and other forums.	Regular
	Meet compliance with agency and program specific policies, procedures and audit requirements.	Regular
	Use technology including computers, telephones/mobiles, conferencing technology such as Microsoft Teams/WebEx and Zoom and a range of databases and software.	Daily
Transport	Drive vehicles, possibly over long distances and in all traffic and weather conditions.	Regular
	Drive vehicles with possible distractions from client behavior, verbal or physical.	Occasional

Mandatory Qualifications and Licences

- Working towards, or be committed to learning or having achieved a qualification in Youth Work, Peer Work, and/or Community Services
- Completion of a Criminal History Check and Working with Children Check on commencement of employment and as required by legislation and policy during employment, as well as a duty to disclose relevant information that may arise after employment has commenced.
- Level 2 First Aid Certificate, or the willingness to undertake/gain the qualification.
- Current Victorian driver's license.
- A minimum of 2 years not utilising specialist homelessness support as a client

Skills, Experience and Knowledge

- Demonstrated knowledge and abilities gained from Lived Expertise, understanding how Lived Experience work is distinct and unique, including the values, principles, and practice the discipline of Intentional Peer Support Framework.
- Demonstrated work with young people in crisis.
- Knowledge of the service systems, processes and networks that are needed and utilised by Anchor's client group.
- Knowledge and understanding of the developmental stages of adolescence and young adulthood.
- Highly effective interpersonal and communication skills.
- Strong organisational skills and the ability to set priorities within the context of competing demands.
- Demonstrated ability to work flexibly, independently and co-operatively in a dynamic team environment.
- Willingness to work within the Agency's philosophy and values.
- Computer literacy including Microsoft Office suite.

Expected behaviors for all Anchor Staff

- Act in accordance with Anchor's code of conduct, and is committed to Anchor's vision, purpose and values.
- Act in accordance with Anchor's health and safety policy and management system, including the Psychosocial Health and Wellbeing framework of Me < > WE < > US
- Value and promote inclusion and diversity, and is not discriminatory against sex or sexual orientation, colour, race, ethnicity or national origins, age, religious or ethical beliefs, disabilities, political views, illness, marital status or family responsibilities
- Abide by the Child Safe Policy and requirements in meeting the Victorian Child Safety Standards, a legislated amendment under the Child Safety Act 2005
- Demonstrate a customer focus by prioritising the needs and outcomes of staff and clients.
- Act in a manner consistent with Anchor's policies, including social inclusion, equal opportunity, privacy and confidentiality.
- Contribute to a workplace environment which supports peers, develops teamwork and collaboration, and positively contributes to group activities.
- Participate in staff meetings, program planning, professional development sessions and service planning meetings.
- Participate in formal supervision processes, probationary and annual performance appraisals.
- Contribute to innovation and continuous improvement.
- Successfully complete all mandatory training in a timely manner, to support high quality, safe and effective service delivery.

Statement of Commitment to Child Safety and Wellbeing

Anchor has zero tolerance for abuse, neglect or harm of children. We are committed to the safety and wellbeing of all children participating in our programs and the welfare of children is always our first priority.

We create environments where all children and young people are valued, empowered and feel safe.

Anchor recognises the history and impact of white settlement upon our First Nations people and ensures the cultural safety of Aboriginal and Torres Strait Islander children. Anchor understands and addresses additional barriers faced by children from culturally and linguistically diverse backgrounds. Anchor acknowledges that children with a disability and LGBTQI+ children have additional vulnerabilities and Anchor responds to their individual needs to ensure their inclusion, empowerment and wellbeing.

Anchor's commitment to Diversity and Inclusion

Anchor is proud to be an equal opportunity employer. We celebrate diversity and are committed to employing a diverse workforce and creating an inclusive environment for all employees.

Employee Declaration

I acknowledge that I have read, understood and accept the duties, responsibilities and obligations of the above position description. I understand that this position description is a guide and reasonable additional duties may be requested of me during the course of my employment. This position description will be reviewed regularly to maintain its relevancy and meets organisational objectives.

Employee Name	
Employee Signature	
Date	