



## KWY Aboriginal Corporation Job Description

1. Role Details	
Job Title	Peer Support Worker
Start Date	As negotiated
Program	Linker
Location	Parkside
Salary	SCHADS 3.1
Job Status	Permanent Part Time 0.5 FTE
Reports to	Line Manager
2. Role Context	
<p>Peer Workers draw on their lived experience of financial hardship and related life challenges—such as economic insecurity, trauma, financial abuse, or mental health issues—to build authentic, supportive relationships with clients. With personal experience as sole parents, carers, and/or women over 50, Peer Workers bring insight and empathy that helps clients feel seen, heard, and supported.</p> <p>As part of the Linker Network, Peer Workers provide practical, social, and emotional support that is culturally safe and grounded in trust. This includes listening without judgement, helping clients reflect on their experiences and goals, offering information and resources, and building confidence and resilience. They may also support clients by attending appointments or community activities together, making follow-up calls, or assisting with navigating services.</p> <p>Peer Workers work closely with the Linker and Manager to ensure support is consistent, client-led, and high quality. They maintain clear records, uphold confidentiality, and contribute to shared learning through team meetings, peer networks, training, and service improvement activities. The role is rooted in collaboration, reflection, and growth—and offers a meaningful opportunity to</p>	



make a difference through lived experience.

### **3. Essential Criteria**

#### **Essential Minimum Requirements**

Relevant qualifications and/ or experience in the domestic, family and sexual violence and child protection sectors.

1. Negotiation, advocacy and responding to crisis situations.
2. Clinical and therapeutic understanding of the impacts of trauma, particularly domestic and family violence, on children and family functioning.
3. Demonstrated knowledge, experience and understanding of working with Aboriginal and Torres Strait Islander families and communities.
4. Engage and support clients in regard to issues and barriers faced in education and transitioning to adulthood
5. Experience working therapeutically with individuals/families who have experienced trauma.
6. Demonstrated knowledge and experience in trauma informed practice.
7. Excellent oral and written skills, with the ability to write case notes and referrals.
8. Ability to design and coordinate activities that engage vulnerable women.
9. Ability to work effectively in a team, and independently as required.
10. Ability to work in a sensitive, complex and demanding environment with a high degree of autonomy and self-management.
11. Ability to work independently and collaboratively within a multi-disciplinary team.
12. Strong computer skills with ability to learn client data systems.
13. Must hold a current South Australian drivers licence, be willing to drive a work vehicle.
14. Must hold or be willing to obtain and keep current, Child Safe Environments Training (Through Their Eyes).
15. Must hold a current or be able to obtain the following: DHS Working with Children Check, Working with Vulnerable Person's Check and National Police Check.

### **4. Desirable Characteristics**



- Knowledge of issues pertaining to homelessness, addiction and mental health.
- Strong understanding of Narrative Principles of practice with emphasis on Aboriginal and Torres Strait Islander Communities.
- Certificate IV or above in Youth Work or relative Human Services related discipline

## 5. Roles and Responsibilities

Direct Service Work	<ul style="list-style-type: none"><li>• Provide case management responses for individual clients.</li><li>• Undertake risk assessments and safety planning.</li><li>• Working within a team under the direction of the Program Coordinator and Senior Manager.</li><li>• Contribute to the development of case plans.</li><li>• Be proactive in advocating on behalf of individuals and liaise regularly with other service providers for a collaborative approach in supporting clients.</li><li>• Adhere to legislative requirements that inform the work of KWY, in particular the Children and Young People (Safety) Act 2017 and Statutory systems.</li><li>• Promote and implement quality service responses that are underpinned and informed by KWY values and service delivery model.</li><li>• Work collaboratively with KWY staff, consumer groups and services within the wider community services sector.</li><li>• Administrative and record keeping:</li><li>• Keeps all necessary records in accordance with KWY policies and procedures.</li><li>• Assists in the production of reports regarding program progress and results.</li><li>• Prepare for and actively participate in regular supervision sessions and professional development and training.</li><li>• Collect client data in keeping with professional and organisational standards.</li></ul>
Administration	<ul style="list-style-type: none"><li>• Keeps all necessary records in accordance with KWY policies and procedures.</li><li>• Assists in the production of reports regarding program progress and results.</li></ul>



	<ul style="list-style-type: none"><li>• Prepare for and actively participate in regular supervision sessions and professional development and training.</li><li>• Provide timesheets, travel logbook, worker expenses and other administration data according to organisational policy and procedures.</li><li>• Work within budget parameters for worker expenses, petty cash, and mobiles phones.</li><li>• Undertake other administrative and office management tasks as required.</li><li>• Practice self-care strategies and apply safety procedures in all work practices.</li></ul>
Team Member	<ul style="list-style-type: none"><li>• Sets and maintains high standard of teamwork.</li><li>• Maintain team boundaries and confidentiality in a professional manner.</li><li>• Displays a commitment to open communication.</li><li>• Completes assigned tasks on time and to required standard.</li><li>• Takes responsibility for own work.</li><li>• Manages own workload and workflow to achieve the position's purpose.</li><li>• Openly supports and respects diversity within the KWY team.</li><li>• Attends regular staff meetings</li></ul>
Agency Representation and Community Development	<ul style="list-style-type: none"><li>• Represent the program in a professional manner.</li><li>• Acquire a working knowledge of other agency roles and mandates.</li><li>• Contribute to community development and programs in the local area that are relevant to the client group</li></ul>
Stakeholder Engagement	<ul style="list-style-type: none"><li>• Build relationships with stakeholders.</li><li>• Attend meetings with stakeholders.</li><li>• Conduct consultation with a variety of stakeholders and staff.</li><li>• Establish and maintain open and effective communication channels and working relationships with management and stakeholders.</li></ul>



	<ul style="list-style-type: none"> <li>• Undertake specific tasks allocated by your Line Manager relating to the promotion of the service and the enhancement of the partnership between the team and key stakeholders.</li> </ul>
Reporting	<ul style="list-style-type: none"> <li>• Submitting high quality reports as required.</li> <li>• Ensure that all client contact and engagement is appropriately documented and recorded on the data management system</li> </ul>
Contribute to Culture	<ul style="list-style-type: none"> <li>• Actively participate and contribute to responsible and safe work practices.</li> <li>• Embrace diversity and cultural differences in the workplace.</li> <li>• Be aware of Aboriginal cultural practices and/or differences and seek cultural consultation to promote inclusive practice.</li> <li>• Attend cultural supervision.</li> <li>• Identify personal learning needs and give feedback on the service including the identification of gaps and areas for improvement.</li> <li>• Contribute to the development and maintenance of a positive, supportive, and collaborative team environment.</li> <li>• Follow the direction of and have an open line of communication with line management.</li> <li>• Understanding and adhering to all KWY policies and procedures.</li> </ul>
Other	<ul style="list-style-type: none"> <li>• Fulfil other duties as required by management and other department personnel as requested/required.</li> <li>• The above list is not exhaustive, and the role may change to meet the overall objectives of the company.</li> </ul>

**6. KWY Staff are required to work in accordance with the legislative and professional requirements including:**

- Children and Young Persons (Safety) Act 2017
- Government of South Australia-interagency Code of Practice 2001
- Professional Practice Standards consistent with the area of practice