POSITION DESCRIPTION

Project Youth is committed to building a workforce that reflects the diversity of the communities we serve. We strongly encourage applications from Aboriginal and Torres Strait Islander peoples, people from culturally and linguistically diverse backgrounds, people with disability, neurodiverse people, LGBTQIA+ people, and people of all ages and genders. We value lived experience and welcome applicants who bring perspectives shaped by their own journey.

1. Identifying Data:

Position Title:	Peer Worker HUB & COMPASS
Salary:	SCHADS Level 3
Location:	Miranda
Status:	Permanent full time
Reports To:	Advocacy & Peer Work Lead

2. Principle Function:

The Peer Worker for HUB and COMPASS is a lived experience position responsible for coordinating the day-to-day flow of Project Youth's HUB, administration duties and supporting the safe, welcoming and effective operation of COMPASS at the Miranda Centre.

The HUB is an access point for young people seeking homelessness and related support by phone, email, website enquiry and in person. The role provides timely and accurate Information, Advice and Guidance (IAG), completes triage and active referrals, maintains accurate records and helps young people understand and access the most appropriate response. COMPASS provides accessible drop-in support for young people who need homelessness, housing, wellbeing or service navigation assistance.

The role uses lived expertise purposefully and safely to build trust, reduce barriers and make support easier to navigate. It works within established procedures and under regular guidance from the Advocacy & Peer Work Lead. It does not provide support plans or independent accountability for complex risk decisions.

3. Academic Qualifications and Experience

Essential Qualifications:

- Relevant lived experience of homelessness, housing instability, disadvantage and/or navigating support systems, with readiness to use that expertise safely and purposefully in a professional role.

- Certificate IV in Community Services, Peer Work, Mental Health, Youth Work or related field, or willingness to work towards
- Current Working with Children Check and National Police Check.
- Eligibility to work in Australia.
- Current NSW Driver Licence, or capacity to meet the travel requirements of the position.

Essential Experience and Skills:

- Exceptional computer and digital administration skills, including confident use of Microsoft 365, shared inboxes, online forms, databases or client information systems, internet research and accurate data entry.
- Demonstrated ability to manage general organisational administration, including shared email and phone channels, mail, ordering, registers and competing priorities with accuracy and discretion.
- Demonstrated ability to manage a high volume of enquiries across phone, email, online and face-to-face channels while remaining organised, responsive and accurate.
- Ability to deliver clear, practical and youth-friendly IAG, identify the purpose and urgency of an enquiry, and match the young person with relevant options.
- Ability to complete brief triage, recognise risk indicators and escalate child protection, safeguarding, homelessness and wellbeing concerns promptly.
- Strong written communication, including concise, objective support notes, professional emails, referral summaries and accurate recording of consent and actions.
- Ability to build rapport quickly with young people experiencing homelessness, disadvantage or complex barriers, including people who may be distressed, frustrated or uncertain about services.
- Understanding of trauma-informed, strengths-based, culturally safe, child safe and harm-minimisation practice.
- Ability to use lived experience with choice, boundaries and purpose, without over-disclosure or assuming another young person's experience is the same.
- Strong attention to detail, prioritisation, problem-solving and follow-through.
- Ability to work collaboratively, receive direction and feedback, and escalate matters outside the role's authority.

Desirable experience and skills:

- Experience in youth work, homelessness, peer work, reception, intake, referral or community-based service delivery.
- Knowledge of local youth, housing, mental health, AOD, legal, education, employment, cultural and emergency relief services.
- Experience supporting a drop-in service or safe welcoming environment.
- First Aid, Mental Health First Aid, suicide prevention or de-escalation training.

4. Key Responsibilities:

4.1. **HUB Coordination and Workflow**
Duties
• Coordinate the daily operation of the HUB across phone, shared email, website enquiries and in-person presentations. • Monitor and prioritise incoming enquiries, respond within agreed service standards and ensure urgent matters are identified and escalated. • Maintain an orderly workflow so enquiries are acknowledged, actions are visible and follow-up is completed or handed over. • Keep current information about Project Youth services, referral pathways, eligibility, vacancies and capacity, and communicate only confirmed information. • Coordinate internal referral and allocation steps under established procedures and the direction of the Advocacy & Peer Work Lead. • Support consistent scripts, templates, resource lists and referral information so young people receive clear and accurate responses. • Identify recurring demand, bottlenecks and gaps and raise these with the Advocacy & Peer Work Lead.

*4.*2 **Information, Advice & Guidance (IAG)**
Duties
• Provide accessible, respectful and practical IAG to young people, families, professionals and community members. • Clarify what the young person/referrer is seeking, identify immediate needs and provide relevant options without turning brief intervention into ongoing support work. • Explain Project Youth's available responses, eligibility and limits honestly, including where there is no current vacancy or program capacity. • Provide active referrals rather than passive signposting where appropriate, including helping the young person contact a service, complete an enquiry or understand next steps. • Follow up brief IAG contacts when agreed and proportionate, while keeping the intervention time-limited. • Use interpreters, accessible communication or other adjustments in line with policy and available resources. • Identify indicators of immediate homelessness, violence, exploitation, abuse, neglect, self-harm, suicide risk, mental health crisis, AOD risk and child protection concerns. • Follow Project Youth's triage, mandatory reporting, safeguarding, incident and critical incident procedures. • Escalate complex, urgent or unclear matters to the Advocacy & Peer Work Lead or designated senior worker. • Contact emergency or statutory services only in accordance with training, procedures and direction, except where immediate action is required to preserve safety. • Document risk information, decisions, consultation and action accurately and promptly. • Use lived expertise intentionally to build trust, reduce shame, explain systems and demonstrate that support can be navigated. • Share personal experience only where it is relevant, safe, purposeful and likely to benefit the young person. There is no expectation to disclose details beyond what the worker chooses and the role requires.

- Maintain professional boundaries and avoid presenting personal experience as advice that will apply to everyone.
- Contribute lived-experience insight to team reflection, service resources and improvement while respecting privacy and ownership of personal stories.
- Participate in supervision, debriefing and wellbeing supports and raise triggers, boundary concerns or unsafe expectations early.

4.3 *COMPASS Drop-in support.*

Duties

- Provide daily support at COMPASS as a safe, inclusive and welcoming drop-in response for young people needing homelessness and related assistance (for young people up to 24 years old).
- Prepare the space, resources, technology, practical supplies and current service information required for effective drop-in operation.
- Welcome young people, clarify their support request, provide IAG and practical assistance, and connect them with Project Youth or external resources.
- Manage the flow of the drop-in space, including waiting, privacy, competing needs, behaviour expectations and access to staff support.
- Maintain safe boundaries and seek immediate assistance where behaviour, risk or complexity exceeds the role's scope.
- Gather participant feedback and contribute ideas to improve accessibility, inclusion and usefulness.
- Identify indicators of immediate homelessness, violence, exploitation, abuse, neglect, self-harm, suicide risk, mental health crisis, AOD risk and child protection concerns.
- Follow Project Youth's triage, mandatory reporting, safeguarding, incident and critical incident procedures.
- Escalate complex, urgent or unclear matters immediately to the Advocacy & Peer Work Lead or designated senior worker.
- Contact emergency or statutory services only in accordance with training, procedures and direction, except where immediate action is required to preserve safety.
- Document risk information, decisions, consultation and action accurately and promptly.

4.4 Administration and Organisational Support

Duties

- Monitor and manage the organisation's general administration email account, responding to routine enquiries, allocating messages and escalating matters to the appropriate staff member.
- Answer and manage the organisation's main telephone line, provide accurate general information, take clear messages and direct calls appropriately.
- Receive, sort, distribute and prepare incoming and outgoing mail, deliveries and courier items.
- Order approved office, kitchen, program and other organisational supplies in accordance with delegated authority, approved budgets and procurement procedures.
- Maintain accurate and up-to-date organisational registers, logs, contact lists, inventories and other administrative records as allocated.
- Undertake routine filing, scanning, document formatting, data entry, printing, meeting preparation and general administrative tasks.
- Monitor stock levels and shared administrative resources and raise replenishment, maintenance or access needs promptly.

- Handle information securely and maintain confidentiality, privacy, records management and information security requirements.
- Provide general administrative assistance across Project Youth as directed by the Advocacy & Peer Work Lead or the CEO, where tasks are consistent with the role, skills and SCHADS Level 3 classification.
- Advise the manager when administrative demand, HUB enquiries or COMPASS coverage cannot all be completed safely and accurately within available time.

4.5 *Occupational Health and Safety*

- Adhering to the Project Youth code of conduct and confidentiality policy at all times due to the nature of the work and sensitivity of working with young people who face disadvantage
- Understanding of the complexity of issues that young people face including homelessness, poverty, abuse, unemployment, mental health and ensuring all marketing and communications are conducted using trauma informed principles
- Supporting at Project Youth events some of which may be at weekends and evenings. You will be expected to act as an ambassador of Project Youth vision and ensure that the charity's profile and reputation are enhanced
- Maintaining accurate and up-to-date records in-line with Data Protection regulations
- Supporting and delivering other projects and tasks, in line with your skills and experience that might occur beyond your role and that contribute to our overall organisational objectives, this includes other duties as requested by a manager or the CEO
- Participating in general Project Youth away days, staff meetings and activities as required
- Ensuring best practice is followed at all times in line with Project Youth's values and principles
- You will be expected to have effective listening skills, empathy, discretion, diplomacy and the ability to build and sustain relationships
- Perform the duties of the position according to applicable workplace health and safety legislation and regulations by complying with the organisation's policies and procedures
- Participate in the identification, risk management and control programs and contribute to a clean, safe and healthy work environment to ensure the safety of young people, visitors, other employees and self.
- Report immediately, any equipment or situation which is hazardous, or has the potential to be a safety issue
- Attend training as required by the organisation

5. Additional Conditions:

A 6-month probationary period applies to all new employees. Contract continuation is subject to satisfactory performance during the probationary period. Salary Packaging is available following successful completion of the 6-month probationary period.

This is a Child-Related Position. Successful applicants shall undergo a Working with Children Check and National Police Checks in accordance with legislative requirements.

Ongoing employment is dependent on continuity of funding.