

Position description

Title	Peer Support Volunteer (Counterpart)
Team	Counterpart
Work location	Level 8, 255 Bourke St, Melbourne
Employment type	Volunteer
Classification	N/A
Position reports to	Peer Support and Volunteer Team Lead (Counterpart)
Direct Reports	Nil
Indirect Reports	Nil

1. Role purpose

Peer Support Volunteers provides empathetic peer support to women and gender diverse people affected by cancer throughout Victoria. Drawing on lived experience, the role focuses on emotional, social and practical support through active listening, shared understanding and connection to appropriate services. Peer support complements, but does not replace, professional health care.

The role supports Counterpart's commitment to safe, inclusive and trauma-informed service delivery, ensuring service users feel heard, respected and supported at all stages of their cancer experience.

2. Key responsibilities

- 2.1 Provide one-to-one peer support to service users via telephone and, where appropriate, in person (Melbourne, regional or remote).
- 2.2 Offer interpreter-assisted peer support when required, in line with organisational procedures.
- 2.3 Listen sensitively and respond to emotional distress using Counterpart's Service Principles.
- 2.4 Share lived experience appropriately and only when it is meaningful and helpful to the service user.
- 2.5 Assist service users to access information and referrals to appropriate health, counselling and community services.
- 2.6 Provide assistance and peer support at Counterpart events and activities, including regional wellbeing days and peer support hubs, as required.
- 2.7 Accurately record service interactions and required data in line with privacy, confidentiality and data collection requirements using the appropriate platform and/or technology.
- 2.8 Respect professional boundaries and recognise when to escalate or refer matters beyond the scope of peer support.
- 2.9 Contribute to service improvement through feedback, reflection, training and development, and participation in evaluation activities.
- 2.10 Work collaboratively with staff and other volunteers to ensure safe, consistent and high-quality service delivery.
- 2.11 Promote inclusive and culturally safe practice for women (cis and trans inclusive), gender diverse people, First Nations women, and people from culturally and linguistically diverse backgrounds.
- 2.12 Communicate effectively, share information and work cooperatively with team members to

contribute to the achievement of individual, team and organisational goals.

- 2.13 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 staff and Counterpart Peer Support Volunteers.

External

Service users, cancer support services, health and community sector organisations, and hospitals.

4. Selection criteria

Essential

- 4.1 Lived experience of cancer (minimum 1 year post-diagnosis) and motivation to use that experience to support others.
- 4.2 Capacity to listen with empathy, compassion and respect.
- 4.3 Ability to maintain confidentiality, boundaries and ethical conduct.
- 4.4 Willingness to support people with different cancer experiences to one's own.
- 4.5 Ability to work collaboratively in a team environment.
- 4.6 Willingness to undertake and complete required training, orientation and ongoing professional development.
- 4.7 Computer competency and ability to use phone-based and online systems to accurately record information and maintain data integrity.

Desirable

- 4.8 Experience volunteering or working in a health, community or support service setting.
- 4.9 Experience working with people experiencing emotional distress.

Approved:

Sally Hasler, Chief Executive Officer

Date: 26 February 2026

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.