

JOB AND PERSON SPECIFICATION

Title of Position : Peer Support Program Coordinator
Classification : ASO6
Location : Central Office
Reports To : Director, Infrastructure & Safety Systems

CORRECTIONAL SERVICES
Position No: TBC
Division : Corporate Services

JOB AND PERSON SPECIFICATION APPROVAL

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Chief Executive or Delegate

JOB SPECIFICATION

KEY PURPOSE OF THE POSITION

The Peer Support Program has been developed to strengthen staff wellbeing by providing an accessible, confidential and proactive support system within the Department for Correctional Services (DCS). The program establishes a structured approach to peer support that complements existing wellbeing initiatives, promotes early intervention and contributes to a safe and supportive workplace culture.

It ensures staff have access to trained and trusted colleagues, known as Peer Support Officers, who act as a first point of contact when assistance is needed. Peer Support Officers provide a listening ear, early guidance and information about available support options and referral pathways.

The program aims to:

- Provide early intervention through peer-led support and practical guidance.
- Reduce stigma associated with mental health and help-seeking.
- Build connected, psychologically safe workplaces where staff feel supported.
- Support safer and healthier work environments across both operational and non-operational sites.

The Peer Support Program Coordinator is responsible for the strategic coordination, governance and ongoing evaluation of the Department's Peer Support Program.

The role ensures the program operates safely, consistently and in alignment with departmental wellbeing, work health and safety and risk management frameworks. The position provides program-level leadership and oversight, supporting the effective operation of the Peer Support Program through structured systems, governance arrangements, training coordination and clear escalation pathways.

The role is non-clinical and does not provide counselling, assessment or therapeutic services.

KEY STAKEHOLDER INTERACTION

The Peer Support Program Coordinator establishes and maintains strong, professional working relationships with a broad range of internal and external stakeholders to ensure the Peer Support Program is delivered safely, consistently, and in alignment with departmental wellbeing, safety, and risk management frameworks.

Key internal stakeholder engagement includes:

- Line Manager – maintaining regular communication regarding program performance, emerging risks, staff wellbeing trends, operational priorities and matters requiring escalation.
- Peer Support Officers – across operational and non-operational sites - engaged through program coordination mechanisms, including training coordination, shared learning forums, program communications and structured check-ins designed to support the safe and effective operation of the Peer Support Program.

- Operational and non-operational staff state-wide – developing strong working relationships to understand emerging issues, workplace pressures and local challenges.
- Executive Leadership Team – preparing reports, briefings, and updates on program outcomes, workforce wellbeing trends and emerging psychosocial risks.
- Relevant organisational governance and oversight committees – providing program insights, risk information and trend analysis to inform whole-of-agency safety, wellbeing and workforce priorities.

Key external stakeholder engagement includes:

- Internal and external service providers – liaising to maintain appropriate referral pathways that support the operation of the Peer Support Program.

BRANCH PROFILE

The Corporate Services Directorate is responsible for the Learning Academy, Information and Technology Services, Strategic Procurement and Contract Management, Finance, Infrastructure and Safety Systems, Rosters and Workforce Management Portfolios. The Directorate supports the Department in achieving its strategic objectives, targets and key reform agenda including:

- Building workforce capability and productivity.
- Managing risk and compliance.
- Asset management, infrastructure projects and major capital works.
- Strategic contracts and procurement management.
- Information management and technology.
- Development and delivery of accredited and non-accredited training and development programs.
- Ensuring effective and equitable employee management and relations.
- Corporate financial management, and
- Health and wellbeing.

The Directorate also has a direct stakeholder relationship with Shared Services SA to ensure the agency's Business Systems, Payroll, and Accounts Payable/Receivable functions are delivered in accordance with the service level agreement.

Infrastructure and Safety Systems provides strategic asset planning, injury prevention and project management services to the Department. This includes the management of infrastructure projects and related equipment, supports elements of electronic security and surveillance systems and effective facilities management, ensuring compliance and safe systems of work are supported and maintained within all areas of the agency.

SPECIAL CONDITIONS

- Section 47 of the Public Sector Act 2009 applies in conjunction with other provisions of the act and other applicable industrial entitlements.
- The incumbent is required to satisfactorily complete a National Criminal History Check;
- A current South Australian Driver's Licence is essential;
- A flexible approach to working hours is required;
- Some intrastate travel will be required which may necessitate overnight absences.

HIGHLIGHTED EMPLOYMENT CONDITIONS

A requirement to understand, observe, conform and adhere to:

- Legislative requirements that apply to the role. This includes, but is not limited to, the Public Sector Act; Correctional Services Act, Work Health & Safety Act, Return to Work Act, Equal Opportunity Act, Independent Commissioner Against Corruption Act, the State Records Act, and various relevant industrial awards and enterprise agreements. The Public Sector Principles and Practices including the SA Public Sector Code of Ethics, the Professional Conduct Standards, the Commissioner's Determinations and Guidelines, Information Privacy Principles, Information Sharing Guidelines, DCS Human Resource policies and guidelines and DCS Core Values.

- DCS employees will maintain the integrity and security of official or confidential information for which they are responsible. Employees will also ensure that the privacy of individuals is maintained and will only release or disclose information in accordance with relevant legislation, industrial instruments, policy, or lawful and reasonable direction.
- Work health and safety and injury management requirements as set out in relevant legislation, Public Sector and DCS policies and procedures, including complying with any reasonable instruction associated with these documents.

KEY AREAS OF ACCOUNTABILITY

The Peer Support Program Coordinator is responsible for:

- Leading the implementation and embedding of the Peer Support Program across the Department.
- Coordinating program-level support arrangements to enable Peer Support Officers to operate within defined role boundaries and program requirements.
- Monitoring program demand, sustainability and emerging risks to inform continuous improvement and escalation where required.
- Leading the recruitment of Peer Support Officers.
- Coordinating the Peer Support Officer training program, including undertaking regular training needs analysis to ensure skills and knowledge are maintained, strengthened and aligned with program requirements, and assisting in the delivery of training as required.
- Developing, maintaining and reviewing program governance documentation, including escalation frameworks aligned to emergency management and critical incident protocols.
- Analysing program data, identifying trends and preparing reports for senior leadership.
- Building and maintaining strong working relationships with operational and non-operational staff state-wide to understand emerging issues, workplace pressures and local challenges, and inform responsive strategies.
- Acting as the primary point of contact for external agencies, non-government organisations, advocacy groups and individuals in relation to the Peer Support Program.
- Promoting psychologically safe, healthy and supportive workplaces and positively influencing staff wellbeing culture.
- Promoting the Peer Support Program across the Department to build awareness, engagement and confidence in the service.
- Responsible for taking reasonable care for their own and others' health and safety and not adversely affecting the health and safety of others.
- Responsible for early notification and reporting of workplace hazards, incidents and injuries.

ROLE BOUNDARIES

The Program Coordinator:

- is not a clinical role and does not provide counselling, assessment, diagnosis or therapeutic intervention.
- does not line-manage, supervise or performance-manage Peer Support Officers.
- does not receive, assess or investigate complaints, allegations of misconduct or corruption.
- does not replace existing wellbeing, Employee Assistance Program or critical incident response services.

QUALIFICATIONS

Essential: Nil

Desirable: Appropriate tertiary qualification in human services, health promotion or wellbeing, community services or related field.

Qualifications or training in peer support, coaching or mentoring, program management, project management or organisational wellbeing programs.

PERSONAL CRITERIA**Essential Criteria**

- Demonstrated experience planning, implementing, monitoring and evaluating complex programs to ensure objectives, timelines and outcomes are achieved, while maintaining compliance with governance, operational and risk management requirements.
- Demonstrated experience providing program leadership and coordination, including supporting participants through structured frameworks while maintaining appropriate role boundaries.
- Demonstrated experience collecting, analysing and interpreting qualitative and quantitative data to inform program implementation and continuous improvement, including evaluating outcomes and identifying trends and risks.
- Demonstrated ability to communicate complex information clearly and effectively to a diverse range of staff and stakeholders, fostering understanding, engagement and collaboration across all levels of the organisation.
- Demonstrated experience producing clear, concise and high-quality written materials for a range of audiences.
- Demonstrated high-level organisational skills, with the capacity to work autonomously, manage competing priorities and deadlines, respond effectively to urgent and emerging requirements, and adapt work practices to support timely and high-quality outcomes.
- Demonstrated ability to manage highly sensitive and confidential information in accordance with legislative, policy and organisational requirements.
- Demonstrated commitment to promoting psychologically safe, healthy and supportive workplaces, with proven ability to positively influence staff wellbeing culture.
- Knowledge and understanding of the challenges faced by staff working within a correctional environment.

Desirable Criteria

- General knowledge of personnel management principles under the Public Sector Act, Work Health & Safety Act, and the Equal Opportunity Act.
- General knowledge of DCS organisational structure.