

Peer Support Navigator

2 x Peer Support Navigator roles are available

- **Hours:** Full-time (part-time or job sharing may be considered)
- **Remuneration:** \$85,120.36 per year at Level 4 Pay Point 1 as classified under the SCHADS Award
- **Status:** Contract until November 2026
- **Location:** Based in Melbourne CBD and flexible working from home option. Travel to regional and rural areas is expected.

About Deaf Victoria

Established in 1982, Deaf Victoria is the peak representative and advocacy body for Deaf and hard of hearing Victorians. Our vision is a world in which Deaf and hard of hearing people experience equality, opportunity and connection, and are valued for their unique contributions towards a diverse society. Our core work is to advance the needs and aspirations of Deaf and hard of hearing people, break down barriers and build foundations for a society that acknowledges and celebrates their contributions and capabilities.

We work to achieve our goals through engaging deeply with our stakeholders and advocating for human rights and equal opportunities through using our shared lived experience and knowledge.

About the role

The Peer Support Navigation roles are entirely funded by the [NDIA's peer support and capacity building grant](#). This grant aims that people with disability can keep accessing supports while governments and the disability sector work together to design foundational supports.

With the many changes in the NDIS and in disability services, deaf and hard of hearing people in Victoria can fall behind. The two roles aim to empower people and families in Victoria to make the most of services at all levels, community, Council, State and Commonwealth.

Specific skills required for this role include:

- **Communication:** Excellent verbal and written communication skills to effectively connect with individuals and families and explain complex information.
- **Active listening:** Ability to attentively listen to people's concerns and needs without judgment.
- **Empathy:** Understanding and relating to the experiences of others, particularly those facing similar challenges.
- **Relationship building:** Skilfully establishing trust and rapport with individuals from diverse backgrounds.
- **Community knowledge:** Familiarity with local services, support networks,

and referral pathways.

- **Problem-solving:** Identifying barriers and creatively finding solutions to navigate complex situations.
- **Advocacy:** Effectively advocating for their access to services.
- **Cultural sensitivity:** Respecting and understanding cultural differences to provide culturally appropriate support.
- **Time management:** Efficiently prioritizing tasks and managing a caseload.
- **Collaboration:** Working effectively with other professionals and community partners.

Position description

Major duties

- 1) Provide navigation support to deaf and hard of hearing individuals and families in Victoria:
 - a) develop a workplan identifying priority groups and areas
 - b) support individuals and families every week via email or in-personPercentage of required time: 60%
- 2) Develop relationships with deaf and hard of hearing community members and organisations
 - a) Attend community events and festivals in Melbourne and elsewhere in Victoria
 - b) Collaborate with Deaf Victoria's Individual Advocacy Officer to provide additional navigation supports to our other service users
- 3) Maintain accurate information on individuals supported
- 4) Continually scan for changes in available programs and services for deaf and hard of hearing people
Percentage of required time: 40%

Key selection criteria

Essential:

1. Excellent communication skills in Auslan and written English
2. Have a passion and experience in advocating or supporting other deaf and hard of hearing people in accessing supports
3. Ability to work independently, as a member of a team and with external organisations
4. Well-developed time management skills with strength in planning and meeting deadlines

5. Lived experience of being Deaf, deaf or hard of hearing¹.

Desirable:

6. Extensive knowledge of Victorian deaf and hard of hearing community and where to find relevant information
7. Formal study or qualification in disability support or community engagement
8. Experience in working in small not for profit organisations
9. High level of interpersonal communication skills, which includes the ability to present information clearly and effectively to a variety of audiences

Reporting

The role reports to the Deaf Victoria General Manager.

Benefits of working at Deaf Victoria

- Accessible, supportive and culturally Deaf safe workplace
- High degree of autonomy and support
- Sector-leading professional development
- Career mentoring opportunities by working with a Deaf General Manager
- Flexible hours that promote work-life balance
- Collaborative atmosphere with other organisations in the deaf and advocacy sectors
- Salary Packaging

Employment conditions

Deaf Victoria is an Equal Opportunity Employer. People with disability, people from culturally and/or linguistically diverse backgrounds and Aboriginal people are strongly encouraged to apply for this position.

All employees are subject to screening and assessment against child safety standards, including rigorous background, identity and reference checks. The successful applicant will require a current Working with Children Check and Police Check (all costs reimbursed) and must agree to adhere to our child safe policy and code of conduct.

Recruitment process

If you are interested in this position, you are strongly encouraged to organise a discussion with the General Manager, Philip Waters to get a good understanding of

¹ This position is targeting a group of applicants (deaf or hard of hearing people) who have a protected attribute (disability) as defined in the Equal Opportunity Act 2010. As such, the essential selection criteria for the applicant to be deaf or hard of hearing is a 'special measure,' permitted in line with this legislation. More information: <https://www.humanrights.vic.gov.au/for-organisations/special-measures/>



the role and ask any questions you may have. You are strongly encouraged to take advantage of this opportunity as this will help you decide if you have the skills to undertake this role.

Information session for all roles will be held in Auslan via Zoom Webinar ([link to webinar](#)):

- Monday 10 March 5pm
- Tuesday 11 March 5:30-6:30pm

Everyone at the webinar will be anonymous to protect your identity.

Applications should be addressed to 'Philip Waters, Deaf Victoria's General Manager', and emailed to jobs@deafvictoria.org.au with 'Capacity Building Coordinator' in the subject line and **must** include (in English or Auslan):

- a summary of your skills and experience relevant to the job
- **your resume**, including contact details for a minimum of two referees, including your last line manager (we will not contact referees without your permission),

Applications close midnight AEST on Sunday 16 March 2025.

Interviews will likely to be held on the week of 31 March in Melbourne or on Zoom.

If you have any questions about the role or want to request a one-on-one session, contact Philip Waters on 0405 419 866 or email jobs@deafvictoria.org.au.

Deaf Victoria acknowledges the support of the National Disability Insurance Agency.