

Job Description – Peer Support Lead (3 days)

Job title	Peer Support Lead
Team	Support and Care
Reports to	Manager, Support and Care
Direct reports	None but has responsibility for coordinating the activity of volunteers for peer support programs
Key internal relationships	National Volunteering Lead, Office Coordinator
Key external relationships	Peer support group members and volunteers, venues
Budget accountability	Responsible for keeping activities within allocated budget
Decision making	Exercises independent judgement when coordinating activities and ensuring their alignment to organisational standards, escalating complex or strategic issues to the manager
Date created/last reviewed	Created July 2025
Contract Timeframe	Ongoing

Who we are

Macular Disease Foundation Australia (MDFA) is a national charity with the purpose of reducing the impact of macular disease - the leading cause of blindness and severe vision loss in Australia. The 1.9 million people affected by macular disease in Australia are at the centre of the work we do.

Our purpose is to reduce the impact of macular disease through (i) supporting and caring for people living with macular disease; (ii) advocating on behalf of the community to government; (iii) funding research; and (iv) raising community awareness and promoting early detection of macular conditions.

At Macular Disease Foundation, we believe it's the sum of our parts – the great individuals who are in each role - that underpins our ability to achieve big goals as a small organisation. Meeting our targets is important but so is how we get to them. That's why we collectively commit to behaving in ways that demonstrate our values.

Kindness, caring and inclusivity

Together, we create an honest environment that allows us to notice, understand, and care for each other.

Accountability

Being responsible and owning our commitment to ourselves, our community, and our team.

Curiosity and learning

As an organisation, we acquire knowledge through study, experience, and teaching. We seek to explore new ideas to challenge the status quo.

Excellence and impact

We work to make a change and shape the future. We strive for high-quality service to achieve tangible improvements for people with macular disease.

Primary purpose of this role

The Peer Support Lead is responsible for overseeing MDFA's peer support programs by ensuring high-quality facilitation, coordinating group activities, and supporting volunteers, and having a commitment to continuous program improvement. The Peer Support Lead fosters meaningful peer connections and volunteer engagement through a compassionate approach, effective coordination, and a commitment to inclusive care.

Key Responsibilities	Core Functions
Coordinate peer support activities	<ul style="list-style-type: none"> Develop and maintain the processes and materials for the smooth running of MDFA peer support programs – peer support groups and one-to-one peer calls (MacMates). Create and maintain recruitment pathways for participants and explore new channels to attract new members. Record and maintain data on all aspects of peer support and comply with established legislative requirements. Oversee administration to promote, manage and maintain attendance at peer support programs. Resolve any questions or concerns from participants. Establish and maintain connections with community and venues to support successful program delivery. Conduct risk assessments for new peer support activities and ensure risks are appropriately managed. Monitor ratios of volunteers to participants for suitability for all peer support programs.
Volunteer management	<ul style="list-style-type: none"> Work closely with the National Volunteering Lead to recruit and onboard facilitators for peer support. Serve as the primary support contact for peer support facilitators and other program volunteers. Provide support, guidance, and training to help volunteers succeed in their roles and continue to grow further. Proactively address and manage any volunteer concerns and issues in collaboration with the National Volunteering Lead and Manager, Support and Care.
Reporting and evaluation	<ul style="list-style-type: none"> Collate and report on data about activity and volunteers to show the impact of the peer support program and continuously look for ways to improve and develop data and reporting capabilities. Initiate evaluation activities to measure impact and to promote continuous improvement. Draft reports on program activity for review by the Manager, Support and Care.

Note: Duties and responsibilities may vary over time depending on business needs

Selection Criteria

Essential qualifications and skills

- Tertiary qualifications in social science, health or related field or the equivalent of at least three years' work experience in a similar role.
- Demonstrated experience in national program coordination, preferably including volunteers.
- Previous experience with peer support programs is highly valued and a willingness to step in to facilitate when required.
- Previous experience aligning implementation to intended impact and using evaluation tools.
- Well-developed interpersonal skills with the ability to communicate across all demographics.
- Strong ability to keep good records for quality reporting.
- Demonstrated proficiency with Microsoft 365 applications and experience using a CRM to manage records and reporting.

Personal Attributes

- Highly organised with an ability to manage concurrent activities to meet deadlines.
- Able to work independently and within a busy team environment.
- Motivated with a can-do attitude and a commitment to ongoing learning.
- Passionate about continuous improvement.

Desirable

- Experience managing volunteers.
- Experience in a not for profit environment.
- Experience in group facilitation, particularly peer support groups.
- Experience using Salesforce CRM.

NOTE: All applicants must be prepared to complete a national police check as a condition of their employment. All employees undergo a police check every five years during employment.

Macular Disease Foundation Australia is an equal opportunity employer that strives to act with integrity and to embrace diversity and inclusion in the workplace. All recruitment and promotion of employees will be based on merit regardless of sex, race, marital status, sexual orientation or religion. We aim to recruit a diverse range of people with a diverse range of talents to help us achieve our goals, including those with vision loss.