

Position Description

Position Title:	Wellbeing Navigator Peer
EBA / Award:	Social, Community, Home Care and Disability
Classification:	Schedule B Level 4
Reports to Operational:	Senior Peer Wellbeing Navigator
Primary Site:	Mildura
Last updated:	April 2026

Be part of a major boost to mental health and wellbeing in Victoria!

The Mental Health and Wellbeing Locals are an important part of Victoria's reformed mental health and wellbeing system.

In Mildura, Wellways, Mildura Base Public Hospital, Mallee District Aboriginal Services and Sunraysia Community Health are working together to offer an easy way to access care and support for people aged 26 years and over who are experiencing mental health concerns – including people with co-occurring alcohol and drug support and care needs and their family, carers, and supporters.

Mental Health and Wellbeing Locals are free, voluntary, and easy to access, with no referral required. Importantly, these new services will be delivered on the basis of *'how can we help?'* and a *'no wrong door'* approach, focused on giving choice and control over how the participant wants to receive support.

This new service will make it easier for the participant to access the support they need, closer to home and family, carers, and support networks.

Most importantly, Mental Health and Wellbeing Locals are safe spaces for everyone.

Commitment to Reconciliation

The Mental Health and Wellbeing Local knows that Aboriginal and Torres Strait Islander people have not always been well-served by mental health and disability organisations. Their social and emotional wellbeing has been impacted by generations of trauma, injustice and deprivation. As partner organisations, we recognise our responsibility in addressing these issues of injustice, inequality and stigma as part of ensuring our services are both welcoming and helpful for people and their families. As part of our commitment to reconciliation, we are working to create culturally aware and safe services for First Nations Community Members.

Working together - how we will deliver services

The Mental Health and Wellbeing Local is community-led and integrated through partnership that shares power, creating a responsive, flexible and helpful service.

The Local will operate seven days a week, with extended operating hours to support a flexible and responsive service. The Local Service model will provide integrated clinical support, care, and wellbeing support to participants and their family members or carers. The provided services will be in response to participants experiencing a mental health challenge and co-occurring substance use or addiction. This approach will improve the capacity of individuals to engage in our community and respond to any future psychological distress.

Community



The Mental Health and Wellbeing Local Services will be community-led, coproduction will be the means in which we ensure a diverse range of perspectives are included in design, delivery and governance of the local ensuring it reflects, responds and is accountable to the local community it supports.

Connected

An integrated service system connected through governance (partnership, operational and clinical) systems and workforce ensures people can access the right support at the right time.

Creating capacity for citizenship

Our model of care and governance structure has been designed to create capacity; in community, our workforce, individuals and their natural supports to recognise and respond to psychological distress and to address the barriers that impact people from participating in community and leading meaningful lives.

Team

This role makes up part of the Support and Connect team and is a crucial part of the Victorian Mental health reform work that Wellways and its partners are undertaking. This role will be part of a growing service system that places the community in the centre of the Local Mental Health and Wellbeing network across Victoria. This role will manage service coordination, support and positive engagement for participants, carers and their families impacted by mental illness and substance use or addiction.

Role Purpose

Utilising your real-life experience, coupled with skills learned through education and training, the Wellbeing Navigator Peer, employed by Wellways, will support and represent people impacted by mental illness, psychological distress and substance use or addiction.

This role will work with other disciplines to instil hope through positive self-disclosure and positive role modelling, offering practical ways of overcoming day-to-day barriers and challenges associated with recovery.

Main responsibilities of the role include:

- Providing intentional peer support
- Providing one on one service navigation and care planning
- Facilitating group peer sessions
- Building capacity of participants
- Supporting engagement with clinical supports

How you will make a difference

Working together, Wellways, Mildura Base Public Hospital, Mallee District Aboriginal Services and Sunraysia Community Health, will provide a range of support and therapies specific to what the community needs, whenever and wherever they are needed. Lived experience, inclusivity and partnership will underpin all our work. This is a new way of doing things and creates an amazing opportunity to drive much-needed mental health improvements for our communities.

Peer navigators will guide people through an intentional journey of evidence-based care and support, supporting people to achieve wellbeing and optimal participation in the community.

Now is your chance to shape the future of mental health and wellbeing in Victoria to ensure that everyone is supported and included.

Key areas of accountability

Area	Deliverable
General	<ul style="list-style-type: none"> • Using the Peer Support Principles, undertake intake and initial conversations, support planning and ensure all documentation is provided to the relevant service team promptly • Assist participants and carers to develop an agreed action plan that reflects their aspirations, responds to their current support needs, and contributes to their overall health and wellbeing • Proactively help participants to identify, engage and remain engaged with the range of health and social care services identified, as well as access local social and community activities • Collaborate with clinical partners by identifying and escalating risks (including suicide and violence risk), contribute to the development of safety and action plans, provide follow up support, and communicating risks to Team Leader • Maintain strict participant confidentiality while reinforcing the participant's rights and responsibilities • Build peer relationships using the Intentional Peer Support model • Facilitate and participate in joint planning/case conferencing to ensure a coordinated response between the participant's health, wellbeing, disability supports and other needs • Help determine where participant, carer and family needs are best met through other agencies, advocate with those agencies to access assistance • Ensure any referrals and service confirmation is provided to service delivery teams with accurate and complete information that allow for the timely commencement of service(s) • Adhere to protocols and agreements between Locals, consortium partners and relevant service providers, ensuring positive interactions with internal/external stakeholders • Maintain a good working knowledge of and adherence to standards and legislation relevant to the role (such as Child Safe Standards, Aged Care Act etc) and actively promote compliance to any such standards and legislation • Ensure documentation is maintained in the participant management system as required to meet statutory requirements including statistical data for reporting purposes

Area	Description
	<ul style="list-style-type: none"> • Evaluate the effectiveness of In-Person Peer support sessions through the use of Surveys and other means as appropriate • Undertake any additional tasks that reasonably fall within the scope of the position

Key Requirements

Qualifications or Experience	<ul style="list-style-type: none"> • Certificate IV/Diploma in Mental Health, AOD or Tertiary Qualification in Social Science, or • 1+ year relevant work experience in the Mental Health Sector or Intentional Peer Support Training
Knowledge and Skills	<ul style="list-style-type: none"> • Personal experience of a mental illness, psychological distress, substance use and recovery • Be comfortable to share personal experiences with program participants within a safe and supported way • Demonstrated skill in establishing, empowering and supportive partnerships with individuals, families, and carers • A commitment to Person centred practice and maximising the opportunities and support for people with a mental illness or psychological distress within their local communities • Able to plan, prioritise and work independently to ensure outcomes are achieved • The ability to express personal views and tackle sensitive information in a constructive and diplomatic manner • An understanding and demonstrated commitment to social inclusion and diversity
Information Technology	<ul style="list-style-type: none"> • Basic skills/willingness to learn skills in Microsoft Office Suite and CRM systems
Compliance	<ul style="list-style-type: none"> • National Police Check • International Police (if required) • Current Working with Children Check-employment • Evidence of right to work in Australia • NDIS Workers Screening Check • 100 points of identification • NDIS Workers Orientation Modules – free online course • Willingness to work a rotating roster which may include weekends

Other	<p>Desirable</p> <ul style="list-style-type: none"> • Prior experience working within the Mental Health or AOD sectors, or a community-based organisation • Aboriginal, Torres Strait Islander, people living with a disability and Culturally and Linguistically Diverse people and people who identify as LGBTIQ+ are encouraged to apply
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Required Values & Behaviours

Area	Description
Authenticity and Integrity	<ul style="list-style-type: none"> • We will bring our whole selves to the table and work from a position of trust and belief in the other, recognising community and wellbeing belongs to all of us. • We are committed to leading a culture that is helpful and understands people exist and have complex intersectional circumstances that can lead to psychological distress.
Compassion	<ul style="list-style-type: none"> • We will commit to a compassionate approach and understanding leading with curiosity.
Respectful Collaboration	<ul style="list-style-type: none"> • We are respectful and recognise the power in our different experiences and organisations work views and recognise we all have something to learn from each other.
Quality and Safety	<ul style="list-style-type: none"> • Ensure any risks are identified and reported promptly and that prevention strategies are implemented to ensure the safety of all participants. • Ensure and take all reasonable care for your personal safety and the safety of, participants and colleagues. • Actively participate in workplace health and safety initiatives and consult with colleagues and management in relation to issues that impact on the safety of the workplace. • Comply with all Policies and Procedures • Maintain confidentiality as per Mildura Mental Health Local policies and procedures and in accordance with relevant privacy and health records legislation. • Actively involve participants and/or carers in quality and safety improvement activities.

	<ul style="list-style-type: none"> • Maintain up-to-date immunisation status related to own health care worker category. • Ensure that the principles of general and participant manual handling are adhered to.
People & Culture	<ul style="list-style-type: none"> • Act in accordance with the 'Code of Conduct' and 'Workplace Behaviour' Policies. • Actively participate in relevant professional development. • Display high levels of professional behaviour at all time
Equality and Equity	<ul style="list-style-type: none"> • We will strive for equality and equity in our approach to partnership and the community we serve. • We aim to break down the barriers of power and privilege recognising we come together toward a common goal.
Honesty and Courage	<ul style="list-style-type: none"> • We will have robust feedback mechanisms in our model of care and governance structure to actively engage with community and participants to ensure we are meeting their needs and we are accountable to these. • We lean into difficult conversations realising this is when there is the greatest opportunity to learn.
Excellence and Appreciation	<ul style="list-style-type: none"> • Our work will be evidence based and we commit to continuous quality improvement processes to ensure the people using our service have excellent outcomes.
Commitment to reconciliation	<ul style="list-style-type: none"> • Demonstrates commitment to reconciliation. • Work towards creating culturally aware and safe services for First Nations Community Members.