

## Position description

Title of the role:	Recovery Worker - LGBTIQA+
Classification:	SCHADS Level 4
Schedule:	B
Program Area:	YouThrive (YCLSS)
Location:	TBA
Reports to:	Team Leader
Last Revised:	March 2026

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## About Wellways

Wellways Australia is a leading not-for-profit organisation dedicated to ensuring all Australians lead active and fulfilling lives in their community. We work with individuals, families and the community to help them imagine and achieve better lives. We advocate for change to make sure people can access the best possible care and information when they need it. We provide a wide range of services and assistance for people of all ages with mental health issues, disabilities, and those requiring community care.

Wellways is an equal opportunity employer that offers generous salary packaging and opportunities to undertake professional training and development. People with lived experience, Aboriginal and Torres Strait Islander people, and people from culturally and linguistically diverse backgrounds bring highly valued skills to our workforce.

## Our Values

### Honesty:

- We are open and sincere in all interactions
- We show compassion and consideration to all our stakeholders
- We take responsibility for our actions

### Acceptance

- We champion and respect all voices and choices
- We accept people no matter how complex their needs
- We see the person, the family and the community

### Fairness:

- We believe everyone has the right to equal opportunities
- We challenge social injustice and advocate for change
- We collaborate to solve problems

### Commitment:

- We are committed to our work and we won't give up
- We have the courage to make decisions and are accountable for our actions
- We dare to go down new roads and challenge accepted wisdom

## Participation:

We promote participation and transform lives and communities  
We value the expertise and contribution of everyone we work with  
We build knowledge and lead conversations

## Our approach to service delivery

Our recovery services are guided by our values and informed by our Well Together Model. This approach means we work at 3 levels, with the individual, with their families and friends and with the community. Well Together recognises that developing skills, building confidence and strengthening relationships will help people to recover and to live independently. The model provides an evidence-based approach to create individually tailored, effective recovery support packages. Wellways assists individuals to develop the capacity to manage their own wellbeing, equip family and friends with information and skills, and engage community members in support networks.



## Advocacy Services

We have a strong advocacy program, informed by the lived experience of people with mental health issues or disability, their families and friends. Members of Wellways play a vital role in developing our advocacy platform. We advocate for systemic change that will create better conditions and improved opportunities across the range of services and supports we offer, including people and their families living with mental health and / or disabilities, and carers.

All our recovery services and advocacy programs:

- Support and create opportunities for recovery
- Value cultural diversity
- Value peer participation and leadership (participant and carer)
- Are underpinned by evidence-based best practice

## Program Summary

YouThrive (formerly Youth Community Living Support Service) is a NSW Government-funded program that provides community-based psychosocial support for young people aged 15–24 who have serious mental issues and are at risk of functional disability. Delivered in partnership with Local Health Districts across five targeted NSW locations, YouThrive focuses on integrated, recovery-oriented care that empowers individuals to live independently and achieve their personal goals. The program aims to support recovery, reduce chronic disability, and prevent unnecessary hospitalisation through tailored services that help young people stay connected to family and community, engage in education and employment, maintain stable housing, and experience continuity of care. It also assists families to better understand and support their young person while strengthening collaboration between clinical and community services.

The YouThrive Enhancement pilot represents the next phase of this work, trialling a series of holistic, trauma-informed and culturally responsive service enhancements to strengthen the existing Model of Care. The pilot will have a strong emphasis on collaboration with young people, families, carers, NSW Health and other key stakeholders to inform the long-term direction of the service, and includes a dedicated Aboriginal co-design process, led in partnership with identified Aboriginal Community Controlled Organisations, to ensure the Model of Care is culturally safe, community-led and more responsive to the needs of First Nations young people, their families and communities.

This 12-month pilot aims to strengthen the Model of Care, improve access to tailored supports and ensure it is more responsive to the diverse needs of young people and their families. The pilot will be independently evaluated to provide recommendations suitable for implementation and scaling across YouThrive services

## Position Summary

The Recovery Worker LGBTIQ+ plays a central role in ensuring LGBTIQ+ young people across YouThrive receive safe, inclusive, identity-affirming support.

The position provides identity-affirming guidance, coordination, and service navigation to strengthen recovery-oriented, trauma-informed practice for young people of diverse genders and sexualities. Working closely with the wider YouThrive Team, the role enhances staff capability, supports family understanding, and builds strong referral pathways. It also develops and maintains partnerships with inclusive community and clinical services to ensure LGBTIQ+ young people can access the resources, connections, and supports they need to thrive.

This is an inherently on-site role. The nature of program operations and stakeholder engagement requires regular physical presence across the region.

Refer to **Attachment 1** for a reference to the overall Wellways organisation structure.

## Responsibilities

Key Functions	Key Performance Indicators
<b>Recovery-Oriented Service Delivery (LGBTIQA+ Focus)</b>	<ul style="list-style-type: none"> <li>• Provide person centred recovery support with specific understanding of the needs, experiences and barriers faced by LGBTIQA+ young people and their families.</li> <li>• Build safe, affirming and culturally competent relationships that promote identity, autonomy and psychosocial wellbeing.</li> <li>• Conduct assessments and co-develop Individual Support Plans (ISP).</li> <li>• Deliver interventions aligned with the program’s model of care and scope of practice, including identity affirming strategies and safety planning.</li> <li>• Facilitate connection to affirming community groups, events, peer networks and safe spaces.</li> <li>• Provide tailored support for participants and assist team with navigating disclosure, gender affirmation, relationships, and stigma.</li> <li>• Promote and support participants with utilising Wellways Connect</li> <li>• Use experience measures to collect feedback from participants and their families.</li> </ul>
<b>Administrative , Compliance and Quality</b>	<ul style="list-style-type: none"> <li>• Complete all documentation, assessments and notes on the same day information is obtained.</li> <li>• Provide reports and data to the Team Leader as required.</li> <li>• Demonstrate adherence to policies, procedures, OHS and relevant legislation.</li> <li>• Participate in audits, reviews and quality improvement activities with a focus on inclusive service delivery.</li> <li>• Contribute insights on LGBTIQA+ practice needs in program development.</li> </ul>
<b>Participation, Co-Production &amp; Team Contribution</b>	<ul style="list-style-type: none"> <li>• Facilitate LGBTIQA+ inclusive co-production activities, ensuring lived experience informs service design.</li> <li>• Incorporate participant, family and carer feedback into practice.</li> <li>• Contribute specialised knowledge to team discussions, reflective practice and planning.</li> <li>• Manage personal workload independently while maintaining collaboration and shared accountability.</li> <li>• Participate in supervision, reflective practice, professional development and training.</li> <li>• Support and provide guidance to colleagues, volunteers and students.</li> </ul>
<b>Stakeholder &amp; Community Engagement</b>	<ul style="list-style-type: none"> <li>• Build and maintain relationships with LGBTIQA+ community organisations, youth services and safe spaces to support integrated care pathways.</li> <li>• Promote the program at inclusive events, community activities, and local LGBTIQA+ networks.</li> <li>• Participate in mental health education activities with a focus on LGBTIQA+ wellbeing and inclusion.</li> </ul>

	<ul style="list-style-type: none"><li>• Represent Wellways professionally across community settings, ensuring visibility and connection with LGBTIQ+ stakeholders.</li><li>• Strengthen referral pathways to affirming clinical, community and support services.</li></ul>
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## Essential Requirements, Knowledge, Experience and Skills

<p><b>Qualifications &amp; Essential Requirements</b></p>	<ul style="list-style-type: none"> <li>• Minimum Certificate IV in Mental Health, Mental Health Peer Work, Youth Work or Community Services (or equivalent practical experience in a mental health role).</li> <li>• Demonstrated experience working with and supporting LGBTIQ+ young people using identity-affirming, culturally safe practices.</li> <li>• Strong understanding of recovery-oriented, trauma-informed and youth-focused practice.</li> <li>• Working With Children Check (NSW)</li> <li>• National Police Check</li> <li>• NDIS Worker Screening Check (NDISWC)</li> <li>• NDIS “Quality, Safety and You” (Worker Orientation) module</li> <li>• Current Driver License (and ability to travel across the region).</li> <li>• Right to Work in Australia.</li> </ul>
<p><b>Desirable Skills and Knowledge</b></p>	<ul style="list-style-type: none"> <li>• Lived Experience as a member of the LGBTIQ+ community is strongly valued and recognised as a form of expertise, alongside experience working with and supporting LGBTIQ+ young people</li> <li>• Higher-level tertiary qualifications in mental health or community services.</li> <li>• Group facilitation, peer support or community education experience.</li> <li>• Additional training in trauma-informed care, youth development or suicide-prevention.</li> </ul>
<p><b>Technical Knowledge and Experience</b></p>	<ul style="list-style-type: none"> <li>• Understanding of working with young people with mental health concerns, including an understanding of recovery focused approaches and appropriate support strategies.</li> <li>• Clear, concise and inclusive written documentation.</li> <li>• Effective verbal communication across diverse audiences.</li> <li>• Ability to build trust with participants, families, clinicians and partners.</li> <li>• Inclusive, respectful and culturally safe engagement style.</li> <li>• Ability to manage emotions, perspectives and relationships constructively.</li> <li>• Strong time-management and prioritisation skills.</li> <li>• Ability to troubleshoot barriers and maintain progress toward goals.</li> <li>• Capability to set up simple systems and routines for effective workflow.</li> <li>• Strong professional boundaries and ethical practice.</li> <li>• Ability to work independently, off-site and make sound judgments.</li> <li>• Commitment to reflective practice and using supervision effectively.</li> <li>• Understanding of affirming practice: pronouns, inclusive language, gender affirmation fundamentals.</li> <li>• Awareness of minority stress, discrimination impacts and identity-related safety planning.</li> <li>• Experience supporting young people through identity exploration, disclosure and navigating stigma.</li> <li>• Ability to link young people with LGBTIQ+ peer networks and safe community spaces.</li> </ul>

## Additional Information

This position description may be modified from time to time to reflect organisational changes. Any changes will be discussed and agreed with the incumbent.

Financial Delegation: As per delegation schedule

People – Number of Directs: 0

Travel Percentage: As required

On Call: nil

## Attachment 1

