

Position description

Title of the role:	Vocational Pathways Officer
Classification:	SCHADS B Level 4
Program Area:	Mental Health & Wellbeing Connect Vocational Pathway Program
Location:	Victoria (Traralgon, Bairnsdale, Geelong, Warrnambool)
Reports to:	Coordinator Vocational Placement
Last Revised:	August 2026

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 interaction
We show care 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



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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



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Position Summary

The Wellways-led Mental Health and Wellbeing Connect Centre provides welcoming, family and carer-led support for families, carers, kin and supporters of people experiencing mental health challenges, psychological distress, mental illness or substance use issues. Guided by lived and living experience, the service recognises the significant contribution of carers and supports their wellbeing through connection, advocacy, practical assistance and opportunities to achieve their own goals.

The Vocational Pathways Program is an integral part of the Connect Centre model, supporting carers to explore and achieve meaningful vocational goals through employment, education, training and volunteering. The program recognises that meaningful participation contributes to improved wellbeing, increased confidence, social connection, financial security and a strengthened sense of identity and purpose.

Reporting to the Coordinator Vocational Placement, the Vocational Pathways Officer provides person-centred vocational coaching that empowers carers to identify their aspirations, build on their strengths and navigate pathways towards meaningful vocational participation. Through collaborative coaching, the role supports carers to develop personalised vocational plans, build confidence and resilience, and achieve sustainable vocational outcomes aligned with their goals and circumstances.

The primary focus of the role is the direct delivery of vocational navigation and coaching to carers. Partnership development, placement support and community engagement are supporting functions undertaken where they contribute to individual carer outcomes and the effective delivery of the Vocational Pathways Program. The balance of these activities will be guided by local service needs, carer caseload and priorities established in consultation with the Coordinator.

Working as part of a multidisciplinary Connect Centre team, the Vocational Pathways Officer develops strong partnerships with employers, education providers, volunteer organisations and community services to expand opportunities for carers. The role provides warm referrals, facilitates coordinated support and promotes carer-inclusive practices that enable carers to participate fully in employment, education and community life.

Working within the Wellways Strategic Plan, the Victorian Mental Health and Wellbeing Connect Centre Service Framework and relevant operational guidelines, the Vocational Pathways Officer contributes to a strengths-based, recovery-oriented, trauma-informed and culturally responsive service that promotes hope, choice, connection and meaningful participation.

The position is responsible for:

- Providing person-centred vocational navigation and coaching to carers, individually and in groups.
- Supporting carers to develop and progress personalised vocational goals across employment, education, training and volunteering.
- Connecting carers with appropriate vocational opportunities, services and supports through established referral and partnership networks.
- Providing placement and post-placement support where required to promote sustainable outcomes.
- Contributing to local community engagement and relationship building that supports carer vocational outcomes.
- Maintaining accurate records, contributing to service outcomes and continuous improvement, and working collaboratively within the Connect Centre model.

Responsibilities



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Key Functions	Key Performance Indicators
Vocational Navigation	• Support carers to identify their strengths, aspirations and vocational goals through person-centred, strengths-based coaching conversations. • Co-design comprehensive vocational plans that reflect each carer's individual circumstances, priorities and readiness for vocational participation. • Provide information, advice and warm referrals to internal and external services that support carers' vocational and broader wellbeing goals. • Work collaboratively with the Connect Centre team to ensure integrated, coordinated support for carers and their families. • Complete risk identification and response in accordance with Wellways policies, including development of safety plans where appropriate, consultation with the Coordinator and timely follow-up. • Contribute to the achievement of service outcomes through high-quality, responsive and person-centred service delivery. • Maintain accurate and timely documentation to support continuity of care and coordinated service delivery.
Vocational Coaching	Deliver individual and group vocational coaching that: • Supports carers to build confidence, resilience and self-efficacy in pursuing meaningful vocational goals. • Encourages carers to identify practical, achievable steps towards employment, education, training or volunteering. • Recognises vocational participation as an important contributor to wellbeing, social connection, financial security and personal identity. • Is flexible and responsive to carers' individual needs, including outreach, online delivery and occasional appointments outside standard business hours where appropriate. • Is delivered in accordance with Wellways coaching methodology and relevant service guidelines. • Encourages carers to build sustainable community connections and engage with ongoing supports beyond the coaching relationship. • Promotes self-advocacy, informed decision-making and increased independence.



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Vocational Partnerships and Placement	• Develop and maintain local relationships with employers, volunteer organisations, education providers and community organisations to support individual carer vocational outcomes. • Identify, register and support organisations to provide employment, volunteering and education opportunities for carers. • Promote carer-inclusive workplaces by providing education, resources and guidance to partner organisations. • Utilise and support established referral pathways between Vocational Pathways, Connect Centre teams and external partners, identifying opportunities for improvement to the Coordinator where appropriate. • Match carers with suitable vocational opportunities aligned to their goals, strengths and capabilities. • Provide ongoing post-placement support to carers and host organisations to promote sustainable outcomes. • Monitor placement progress and proactively address emerging issues or risks. • Maintain accurate records relating to placements, partnerships and vocational outcomes.
Community Engagement	• Promote the Vocational Pathways Program through community engagement activities, presentations, networking and partnership development. • Increase awareness of vocational opportunities available through the Connect Centre. • Represent Wellways professionally across community, government and sector networks. • Build collaborative relationships with local services and community organisations to support referrals and vocational opportunities for carers.
Quality and Continuous Improvement	• Complete all administrative requirements accurately and within required timeframes. • Maintain accurate client records and data in Wellways information systems. • Contribute to data collection, reporting and evaluation activities. • Deliver services consistent with Connect Centre principles including: <i>Person-centred, Strengths-based, Recovery-oriented, Trauma-informed, Culturally responsive, Inclusive, and Carer-led where appropriate.</i> • Ensure compliance with Wellways policies, legislative requirements and funding guidelines. • Maintain confidentiality and uphold the rights, dignity and choice of carers. • Identify opportunities for continuous improvement and contribute to service innovation. • Build positive relationships with internal and external stakeholders to enhance service quality and outcomes.



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Professional Development	• Participate in supervision, reflective practice and professional development activities. • Attend team meetings and contribute positively to service planning and continuous improvement. • Complete mandatory and role-specific training. • Maintain contemporary knowledge of vocational practice, recovery-oriented approaches and the Victorian Mental Health and Wellbeing Connect Centre model. • Demonstrate Wellways values and contribute positively to a collaborative team culture.
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Essential Requirements, Knowledge, Experience and Skills

Qualifications & Essential Requirements	Essential • Relevant tertiary qualification in Community Services, Social Work, Psychology, Human Services, Career Development, Employment Services, Education or a related discipline; or an equivalent combination of qualifications, training and demonstrated experience. • Demonstrated experience delivering vocational coaching, career development, employment services, education, community services, peer support or a related field. • Current unrestricted Australian Driver Licence. • Current National Police Check (or ability to obtain). • Current Working with Children Check and NDIS Worker Screening Clearance (or ability to obtain in accordance with state requirements). • NDIS Worker Orientation Module Certificate (or willingness to complete prior to commencement). • Right to work in Australia. • Willingness and ability to travel throughout the service region and participate in occasional after-hours activities. Highly Desirable • Lived or living experience as a family member, carer, kin or supporter of a person experiencing mental health challenges, psychological distress, mental illness or substance use issues. • Demonstrated understanding of, and commitment to, lived and living experience-led practice. • Experience working within mental health, family/carers support or psychosocial support services. • Experience delivering vocational, employment or education programs.
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Technical Knowledge and experience	The successful applicant will demonstrate: • Sound understanding of vocational participation as a contributor to wellbeing, recovery, social inclusion and community participation. • Demonstrated knowledge of employment, education, training and volunteering pathways and the barriers commonly experienced by carers in accessing meaningful vocational opportunities. • Experience supporting individuals to identify strengths, aspirations and goals, and achieve sustainable vocational outcomes through coaching or person-centred approaches. • Understanding of person-centred, strengths-based, trauma-informed and recovery-oriented practice. • Knowledge of lived and living experience principles, peer-informed practice and relational approaches to supporting carers. • Strong understanding of the caring role and the impact caring can have on employment, education, wellbeing, identity and financial security. • Knowledge of best practice approaches to creating inclusive and carer-friendly workplaces. • Experience developing and maintaining collaborative partnerships with employers, education providers, volunteer organisations and community services. • Experience coordinating warm referrals and working collaboratively across multidisciplinary or cross-sector service systems. • Demonstrated ability to undertake risk identification, respond appropriately to risk, develop safety plans where required and escalate concerns in accordance with organisational policies. • Experience providing responsive, individualised support to carers, families and communities. • Demonstrated commitment to diversity, equity, inclusion and culturally responsive practice, including working respectfully with Aboriginal and Torres Strait Islander peoples, culturally and linguistically diverse communities, LGBTQIA+ communities and young carers. • High level administrative capability, including accurate documentation, data collection, reporting and use of client management systems.
Skills	Communication & Relationship Building • Highly developed interpersonal and communication skills, with the ability to build authentic, respectful and trusting relationships with carers, colleagues and community partners. • Demonstrated ability to engage with empathy, compassion and curiosity using strengths-based communication techniques. • Excellent written and verbal communication skills, including report writing, presentations and professional correspondence. • Ability to facilitate individual coaching sessions, group programs and community education activities. • Demonstrated ability to establish, maintain and strengthen collaborative partnerships across health, education, employment, volunteering and community sectors.



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- Ability to negotiate, influence and advocate effectively on behalf of carers.
- Ability to manage difficult conversations professionally while maintaining positive relationships.

Planning & Organisation

- Excellent organisational and time management skills with the ability to manage competing priorities and a diverse workload.
- Ability to work independently while contributing positively within a multidisciplinary and collaborative team environment.
- Strong analytical, problem-solving and decision-making skills.
- Ability to coordinate multiple vocational pathways while maintaining continuity and quality of support.
- Demonstrated commitment to continuous improvement, reflective practice and service innovation.

Digital Capability

- High level proficiency in Microsoft Office Suite.
- Experience using client management systems and electronic record management systems.
- Confidence using online communication, coaching and meeting platforms.
- Ability to learn and adapt quickly to new technologies and digital systems.
- High level attention to detail and commitment to accurate data entry, reporting and documentation.

Personal Attributes

The successful applicant will demonstrate:

- A genuine commitment to improving the wellbeing, inclusion and participation of family members, carers, kin and supporters.
- Commitment to person-centred, strengths-based, recovery-oriented and trauma-informed practice.
- An understanding of, and respect for, lived and living experience as a foundation of service delivery.
- The ability to build hope, empower others and foster meaningful participation through authentic relationships.
- High levels of professionalism, integrity and accountability.
- Adaptability, resilience and flexibility within a developing service environment.
- Commitment to diversity, inclusion and culturally safe practice.
- Alignment with the Wellways values of **Honesty, Acceptance, Fairness, Commitment and Participation.**



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:	Company vehicle will be provided for outreach services that may be required from time to time
On Call:	N/A