

## Position Description

<b>Role</b>	Senior Peer Wellbeing Navigator
<b>Award</b>	Social, Community, Home Care and Disability Services Industry Award
<b>Classification</b>	Schedule B, Level 5
<b>Direct Operational Report</b>	Team Leader – Wellbeing
<b>Primary Site</b>	Rockhampton
<b>Last updated</b>	June 2024

### Be at the forefront of mental health reform

Wellways, in partnership with Clarity Health Care, will soon be opening the Country to Coast Medicare Mental Health Centre, with locations across the Sunshine Coast, Rockhampton, Gladstone and Bundaberg. The Medicare Mental Health Centres, formerly Head to Health, are an important part of the Australia's reformed mental health and wellbeing system.

Funded by Country to Coast QLD, through the Australian government's Primary Health Network (PHN), the Country to Coast Medicare Mental Health Centre will provide the community with a free, safe and welcoming space to access mental health advice, supports and services. Walk-ins will be welcomed, services are confidential, and no appointment or referral will be needed.

### The Role

The Senior Peer Wellbeing Navigator will be employed by Wellways and work within the Wellbeing Team based at the Rockhampton satellite location.

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## Role Purpose

Drawing upon your real-life experience, coupled with skills learned through education and training, the Senior Peer Wellbeing Navigator will lead a team of Peers to support and represent people impacted by mental health challenges, 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 by challenging each other to try new things.

Main responsibilities of the role include:

- Providing leadership, coaching and supervision
- Satisfy reporting requirements
- Providing intentional peer support
- Providing one on one service navigation and care planning
- Facilitating group sessions
- Capacity building
- Support engagement with clinical supports

The position may also carry a small caseload of participants, as needed, providing service navigation.

## Making a Difference

You will play a vital role in ensuring that participants, carers, and their families receive valuable and supportive mental health care. This role will support and lead the peer team in guiding 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 join a new service and shape the future of mental health and wellbeing in Queensland to ensure that everyone is supported and included.

## Commitment to Reconciliation

Medicare Mental Health Centres know 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.

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## About Wellways

Wellways supports people's social, emotional, and physical wellbeing through community-based services.

With over 45 years' working with people, their family, friends, and carers, Wellways is a not-for-profit provider that delivers services through partnership across five Australian states and territories.

Founded by a community of family carers as an advocacy group, Wellways puts lived experience at the centre to provide free, safe, and inclusive mental health and disability services to people in their chosen communities.

## About Clarity Health

Clarity Health Care aims to provide an alternative to the hospital setting for individuals experiencing severe mental illness.

Clarity Health Care's workforce design emphasises collaboration and continuity of care, guided by the recovery model and bio-psycho-social model. The organisation has experience in managing complex cases and offers nationally delivered services through telehealth and clinics in Victoria and Tasmania.

## Key Areas of Accountability

Area	Description
General	<ul style="list-style-type: none"><li>• Working as part of the Medicare Mental Health Centre leadership team, contribute to the development of program and regional plans.</li><li>• Work with the team to support participants to identify and engage with the range of health and wellbeing services they need</li><li>• Engage in joint assessments with clinical staff to create care plans and communicate any emerging safety concerns</li><li>• Collaborate with the Wellbeing and Clinical Teams to facilitate referrals</li><li>• Facilitate one on one and group sessions</li><li>• Participate in joint planning/case conferencing at key stages to ensure a coordinated response between the participant's health, wellbeing, therapeutic supports and other needs.</li><li>• Facilitate group programs for consumers, such as the optimal health program.</li></ul>

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	<ul style="list-style-type: none"> <li>• Undertake any additional tasks as requested that reasonably fall within the scope of the position and classification.</li> <li>• Provide service navigation to participants as required</li> </ul>
Leadership and Guidance	<ul style="list-style-type: none"> <li>• Mentor and provide supervision to the Wellbeing Team according to the Medicare Mental Health Centre Peer Workforce Guidelines and the Intentional Peer Support model.</li> <li>• Support the team to ensure referrals and service confirmation is provided to service delivery teams with accurate and complete information that allow for the timely commencement of service(s)</li> <li>• Support recruitment and orientation of new staff and volunteers, as required</li> </ul>
Promote continuous improvements	<ul style="list-style-type: none"> <li>• Develop and evaluate programs and groups activities; ensuring that they are evidence-based, driven by lived experience and tailored to meet the needs of the participants.</li> <li>• Ensure all services are delivered according to the Medicare Mental Health Centre policies, procedures, and applicable legislative, accreditation standards and service level agreements.</li> <li>• Ensure any applicable care plans for participants are in place and are continuously reviewed.</li> <li>• Assisting the leadership team to ensure that all operational and administrative requirements of the program are met</li> <li>• Ensure that participant complaints/issues are promptly addressed.</li> </ul>
Quality	<ul style="list-style-type: none"> <li>• Ensure the service approach incorporates the following service principles: participant, carer and family focussed, flexible, inclusive, recovery oriented and holistic</li> <li>• Contribute to the overall effectiveness of the site ensuring that services reflect the service values, best evidence-based practice, demonstrate innovation, are evaluated and are accountable to funding bodies</li> <li>• Ensure documentation is provided to relevant service delivery teams in a timely manner</li> <li>• Ensure appropriate documentation is maintained within the system as required to meet statutory requirements including statistical data for reporting purposes.</li> <li>• Maintain strict participant confidentiality while reinforcing the participant's rights and responsibilities</li> </ul>

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	<ul style="list-style-type: none"> <li>• Adhere to protocols and agreements between consortium partners and relevant service providers</li> <li>• Ensure familiarity with the expected standards of performance in the role and actively contribute to own personal development.</li> <li>• 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</li> <li>• Complete all mandatory training by the due date</li> </ul>
Stakeholder engagement and advocacy	<ul style="list-style-type: none"> <li>• Represent and promote the Medicare Mental Health Centre in a variety of settings, including other agencies, members, participants, carers, and families to raise awareness of mental health challenges at the local level and to 'market' the organisation regionally.</li> <li>• Develop community partnerships and support the engagement of diverse groups of participants and families, peer, and community programs, including people from Aboriginal and Torres Strait Islander Communities, people who identify as (LGBTIQA+), people from multicultural communities and young people</li> </ul>

### Key Requirements

Area	Description
Qualification	<ul style="list-style-type: none"> <li>• Personal experience of mental health challenges and recovery, accessing and navigating health care services, including mental health services and a willingness to draw upon your experiences and recovery journey to inform your work.</li> <li>• Cert IV/Diploma in Mental Health, AOD or related field or tertiary qualification in social science or 1+ year relevant work experience in mental health sector or International Peer Support Training.</li> <li>• Two years Mental Health experience as a peer worker.</li> <li>• Ability to draw on personal experiences with program participants within a safe and supported way</li> <li>• Demonstrated skill in establishing empowering and supportive relationships with individuals, families and carers</li> <li>• A commitment to person centered practice and maximising</li> </ul>

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	<p>the opportunities and support for people with mental health challenges within their local communities</p> <ul style="list-style-type: none"> <li>• Able to plan, prioritise and work independently to ensure outcomes are achieved.</li> <li>• The ability to express personal views and tackle sensitive information in a constructive and diplomatic manner.</li> <li>• An understanding and demonstrated commitment to social inclusion and diversity.</li> </ul> <p>Desirable:</p> <ul style="list-style-type: none"> <li>• Strong focus on excellent customer service</li> <li>• Prior experience working within the Mental Health sector, health or community based organisation</li> <li>• Data entry and record keeping experience</li> </ul>
Information Technology	<ul style="list-style-type: none"> <li>• Willingness to learn and adapt to technology platforms relevant to the role</li> <li>• Basic skills in Microsoft Office Suite and CRM systems</li> </ul>
Compliance	<ul style="list-style-type: none"> <li>• 100 points of identification</li> <li>• Evidence of right to work in Australia</li> <li>• Drivers Licence</li> <li>• National Police Check</li> <li>• International Police (if required)</li> <li>• Working with Children Check - Blue Card</li> <li>• NDIS Workers Screening Check</li> <li>• NDIS Workers Orientation Modules – free online course</li> </ul>
Other	<ul style="list-style-type: none"> <li>• Willingness to travel for role if required</li> <li>• Willingness to work a rotating roster if required</li> </ul> <p>Welcomed</p> <ul style="list-style-type: none"> <li>• 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</li> <li>• Leadership qualification or Community Sector experience</li> </ul>

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## Required Values and Behaviours

Area	Description
Authenticity and Integrity	<ul style="list-style-type: none"> <li>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.</li> <li>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.</li> </ul>
Compassion	<ul style="list-style-type: none"> <li>We will commit to a compassionate approach and understanding leading with curiosity.</li> </ul>
Respectful Collaboration	<ul style="list-style-type: none"> <li>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.</li> </ul>
Commitment to reconciliation	<ul style="list-style-type: none"> <li>Demonstrates commitment to reconciliation</li> <li>Work towards create culturally aware and safe services for First Nations Community Members</li> </ul>
Quality and Safety	<ul style="list-style-type: none"> <li>Ensure any risks are identified and reported promptly and that prevention strategies are implemented to ensure the safety of all consumers.</li> <li>Ensure and take all reasonable care for your personal safety and the safety of, consumers and colleagues.</li> <li>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.</li> <li>Comply with all Policies and Procedures</li> <li>Maintain confidentiality as per policies and procedures and in accordance with relevant privacy and health records legislation.</li> <li>Actively involve consumers and/or carers in quality and safety improvement activities.</li> <li>Maintain up-to-date immunisation status related to</li> <li>Ensure that the principles of general and consumer manual handling are adhered to.</li> </ul>
People and Culture	<ul style="list-style-type: none"> <li>Act in accordance with the 'Code of Conduct' and 'Workplace Behaviour' Policies.</li> <li>Actively participate in relevant professional development.</li> </ul>
Equality and Equity	<ul style="list-style-type: none"> <li>We will strive for equality and equity in our approach to partnership and the community we serve.</li> <li>We aim to break down the barriers of power and privilege recognising we come together toward a common goal.</li> </ul>

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Honesty and Courage	<ul style="list-style-type: none"><li>• 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.</li><li>• We lean into difficult conversations realising this is when there is the greatest opportunity to learn.</li></ul>
Excellence and Appreciation	<ul style="list-style-type: none"><li>• Our work will be evidence based and we commit to continuous quality improvement processes to ensure the people using our service have excellent outcomes.</li></ul>
Commitment to reconciliation	<ul style="list-style-type: none"><li>• Demonstrates commitment to reconciliation.</li><li>• Work towards creating culturally aware and safe services for First Nations Community Members.</li></ul>