



Position description

Title of the role:	Service Navigator
Classification:	Schedule B Level 3
Program Area:	Psychosocial Supports
Location:	Murrumbidgee Region
Reports to:	Regional Manager
Last Revised:	June 2024

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

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

Position Summary

Using Wellways's Community Recovery Model, the Service Navigator will develop connections between GP's, LACS, program managers and other services, to ensure they have a clear understanding of the psychosocial support programs and opportunities available in the community and within Wellways. These connections will be shared with participants, families and Recovery and Rehabilitation workers to promote accessible services and support opportunities that can assist an individual's recovery journey.

The Service Navigator will work in conjunction with participants to address key areas that support decision making, social skills, independent living skills, community access, healthy lifestyle, self-identity, self-esteem, and resilience. A key outcome will be supporting participants to identify and nurture natural supports that sustain recovery. Another integral component of the role will be assisting in the development of self-management skills, along with connecting to new services that support recovery.

The goals of the Service Navigator role are to:

- Assist participants in developing and sustaining social connections and strengthening family relationships
- Provide participants with support and advocacy in accessing services and organisations
- Increase overall quality of life, physical health and wellbeing for participants through enhancing referral pathways
- Encourage and promote social inclusion, including increasing participant access to obtain meaningful employment and/or participate in education or training
- Develop stakeholder relationships, and community understanding of mental health. Work in conjunction with Local area coordinators and the Murrumbidgee Local Health District identify opportunities, service provision and gaps in services across the region.
- Work cooperatively and collaboratively with team members as well as other support services to ensure participants are receiving the support and assistance, they require to achieve individual goals and plans. Regularly communicate with service navigators from other Primary Health Network regions to develop strategies and collective approaches

Peer work within the Service Navigator position

This role requires someone with a lived experience of mental illness to share their personal experiences of their recovery to engage and empower individuals in their recovery journey. Participation of people with a lived experience of mental illness is an important element of Wellways service delivery models. Using a Lived Experience Workforce Framework, the Service Navigator will provide advocacy and linkages to appropriate support networks, and will act as a positive role model for program participants. The Service Navigator will share their experience of mental illness to assist participants, their families, services and the community to build a comprehensive understanding of mental health and community based services available for support.

Responsibilities

Key Functions	Key Performance Indicators
Recovery and Family Services Providing direct support to participants and carers within the Wellways practice frameworks, the organisations policy and procedures, all applicable legislative standards, any relevant accreditation standards and agreed SLA's.	Working in the context of the individual, the family and the community, the Service Navigator will be expected to work alongside Recovery Support Workers, participants and stakeholders and provide Intentional Peer Support, including: • Engage participants and develop professional and trusting relationships that help find and maintain hope; Establish (or re-establish) a positive personal identity; Build (or re-build) a meaningful life; and take responsibility and control • Work with participants to identify areas of need, with input from other services and informal support systems • Support participants, their care team and their family in progressing their Individual Recovery Plans, that incorporate individual recovery goals, focusing on skill and knowledge development while working towards recovery • Provide direct practical support to participants through individual support and group activities to attain the skills required to meet the goals identified to ensure social inclusion. This will mainly be delivered individually but may include some group activities • Encourage linkages into a range of activities to support achievement of goals, including all other Wellways services as well as community based activities or services • Actively engage with the family services team in the provision of collaborative family sensitive practice
Peer supports	• Develop ongoing peer support mechanisms, including the delivery of peer education programs, one to one and group peer support initiatives and links to broader peer support programs, including on-line.

Administration Ensure all documentation is completed in a timely and accurate manner	• Ensure that all operational and administrative requirements including case notes, assessments, recovery plans and data are met including regular reporting requirements and records maintenance • Maintain safe work practices and a safe and healthy environment in accordance with occupational health and safety policies and legislation • Ensure adherence to Wellways' policies and procedures and all relevant legislation and accreditation standards • Participate in service review and development activities, including audits
Carer and consumer participation Engage in ongoing consultation with participants, carers and other relevant parties	This will be achieved through: • Engaging participants in the planning, delivery, development, monitoring and evaluation of services • Regularly reviewing the ways in which services are provided to ensure the program is service aligned with individual needs • Providing services in a culturally competent manner for participants and families from Culturally and Linguistically Diverse (CALD) backgrounds
Team Effectiveness Working as an active member of the program team to ensure the achievement of program goals and the application of best practice frameworks.	This will include: • Working as part of the team on the basis of an ethos of collaboration, co-operation and mutual support • Support for, and on-going development of, an environment based on shared accountability and effective knowledge sharing • Co-operating with all team members in order to ensure continuity of care and the provision of an exceptional service offer • Actively participating in team meetings, service planning sessions, PDR supervision and staff development activities
Organisational Alignment Contributing to the effective operation and on-going development of the program offer to ensure that the program reflects Wellways values, best evidence-based practice and demonstrates innovation	This will be achieved through on-going contribution and awareness ensuring that: • The programs provided reflect the core values of Wellways • Consumer needs are reviewed to ensure an effective service aligned with need • Quality systems and standards are subject to on-going development to support enhanced program delivery • Effective relationships are established and maintained with other organisations

Stakeholder Engagement Working with the wider community and key stakeholders to support valueadding participant outcomes	• Working with the service system and the community to ensure anintegrated response • Participating in program promotion and developing appropriatelinkages with other community agencies, clinical services and other Wellways programs • Participating in the development and delivery of community education in relation to mental health • Representing Wellways in a variety of settings, including other agencies, members, participants, carers and families to raise awareness of mental illness issues at the local level and to 'market'the organisation regionally Assisting in the support of volunteers and students through buddy shifts and mentoring opportunities. • Continually developing awareness and understanding of different services and organizational developments across the region.
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Essential Requirements, Knowledge, Experience and Skills

Qualifications & Essential Requirements	• Relevant qualifications or commensurate experience in working in a support role for people with a mental illness, generally a Certificate IV qualification or above • A lived experience of mental illness • Current valid Driver's License and the ability to undertake travel for the role • Appropriate IT skills • Working With Vulnerable Persons Check • Right to Work within Australia • Satisfactory Police Records Check • Working with children's check • NDIS Worker Screening Check • NDIS Orientation Module
Technical Knowledge and Experience	Required: • Demonstrated experience and skills in working within programs for people with a serious mental illness or their carers, including the provision of high quality recovery oriented practice • An understanding of the biopsychosocial model of mental health and how social inclusion principles are applied to service delivery for people with serious mental illness • Demonstrated ability to facilitate the active involvement of participants and carers in the development, planning, delivery and evaluation of services • An ability to establish and maintain effective partnerships including liaison, mediation, negotiation, and consultation with various stakeholders including clinical services and other members of the support team including the participant's family. • An ability to provide culturally competent services appropriate to the needs of people from diverse backgrounds, including people from CALD backgrounds. • Demonstrated commitment to continuous improvement and evidence-based practice. Desirable: • ATSI background • Knowledge of community services in NSW • First Aid Certificate, or willing to obtain • Fluency in other languages

Skills	Communication: • Effective communication skills with people from a variety of backgrounds, including people from CALD backgrounds • Highly developed verbal and written skills, including the ability to write case notes and contribute to annual reports Interpersonal: • Strong skills in developing and maintaining relationships with participants, staff and other key stakeholders • Demonstrated empathy and treats all people with dignity and respect • Able to work in partnership with individuals with a mental illness, their families and friends, as well as other members of staff and external stakeholders such as clinicians and primary health care providers • Able to facilitate active participation by people with mental illness, their families and friends in all aspects of service delivery • Able to advocate effectively for participants, their families and friends, based on their choices • Strong problem solving skills and ability to think creatively Organising and Planning: • Provide appropriate, tailored assessments and facilitate recovery plans for each individual • Accurately upload data and reports to the appropriate database or other system, within specified timeframes • Accurately record time spent with participants for reporting purposes • Prioritise processes, tasks and resources required to achieve goals, and then implement them to achieve the required outcomes Self-Management: • Understanding of, and adherence to, professional ethics and boundaries • Demonstrate self-reflective practice, able to identify areas for further professional or personal development, as well as actively participation in regular supervision • Ability to work alone, off site and independently Information Technology: • Competent in Microsoft Office Suite
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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: n/a

Travel Percentage: As required

On Call: As required

Special Requirements: n/a

Attachment 1

