

Position description

Title of the role:	Mental Health Wellbeing Worker
Classification:	SCHADS Award Level 4
Schedule:	Schedule B
Program Area:	Mental Health Alternative Workforce
Location:	Frankston and Mornington Peninsula
Reports to:	Senior Mental Health Wellbeing Worker
Last Revised:	January 2025

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

Position Summary

Mental Health Wellbeing Workers support the existing services provided by Peninsula Health Staff in the Acute Mental Health and Community Mental Health Teams

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

Responsibilities

Key Functions	Key Performance Indicators
Support provision	<ul style="list-style-type: none"> • Engaging participants and developing professional and trusting relationships • Developing collaborative care and support plans with participants incorporating individual goals, focusing on skill and knowledge development while working towards recovery and under the ethos of 'Client self-direction' • Provide direct practical support to participants to attain the skills required to meet the goals identified to support social inclusion and reduce psychological distress. • Ensure that all operational and administrative requirements are met including regular reporting requirements and records maintenance • Case planning: convene case planning meetings with natural supports community and clinical supports, and other service partners. Peninsula Health Services Agreement Wellways • Case coordination; coordinate activities for the participant in service delivery (clinicians, employment services, education providers, accommodation providers) • Support a participant's natural supports to have confidence in their role. • Engage and connect participants with community and health supports to optimise mental health recovery

Family Inclusive Practice	<ul style="list-style-type: none"> • Embed Family Inclusive Practice in their work by: <ul style="list-style-type: none"> - Identifying family members and carers when first meeting with the client - Discuss with the client how and to what extent they want family members, carers and other support people involved in their care - Involving families and carers as partners in recovery, treatment, care, and planning - Helping carers to link in with the Health Service's Carer Peers - Engaging with families and carers regarding their individual circumstances - Identifying support needs, provide emotional and practical support wherever possible and make appropriate referrals - Providing relevant information and education that supports families and carers to maintain their caring role
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Essential Requirements, Knowledge, Experience and Skills

Qualifications & Essential Requirements	<ul style="list-style-type: none"> • Relevant qualification or equivalent within mental health is preferred, alternatively demonstrated significant experience within a public health environment primarily in mental health with; • Experience working within a mental health setting or equivalent community based support role • High level of competency in key components of Microsoft Office applications combined with the ability to learn and adapt to new information technology systems. • Satisfactory Police Records Check • Satisfactory Working with Children Check • NDIS Workers Screening Check • Completion of NDIS Worker Orientation Module completion certificate • Right to Work within Australia
Technical Knowledge and Experience	<ul style="list-style-type: none"> • Demonstrated sound experience and skills in working within programs for people with a serious mental illness, complex needs or their natural supports and carers, including the provision of high quality recovery oriented practice; • Experience in the provision of psychosocial rehabilitation services; • Demonstrated competency and previous experience in the Risk Management area; • 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 natural supports 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; and • Demonstrated commitment to continuous improvement and evidence-based practice. <p>Desirable:</p> <ul style="list-style-type: none"> • Dual diagnosis and dual disability competent; • Culturally and Linguistically Diverse people are encouraged to apply; • Knowledge of community services in the Melbourne metropolitan area; and • First Aid Certificate, or willing to obtain

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: n/a

Attachment 1



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