



Position description

Title of the role:	Peer Recovery Group Program Facilitator
Classification:	SCHADS Level 4
Program Area:	Well Connected
Location:	Great South Coast
Reports to:	Service Navigator (GSC)
Last revised:	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 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 a fair go
- 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

Recovery Services

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 for people with a mental health issues and their families.

All our recovery services and advocacy programs:

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

Position Summary

Peer delivered programs and services are integral to Wellways vision of people affected by mental health issues or disability living fulfilling, active and celebrated lives in the community.

Wellways peer education programs provide people affected by mental health issues with an opportunity to learn about mental health and recovery in a peer group setting. A range of programs are available, both for people who experience mental health issues and for family members, friends and carers. Each peer education program provides participants with up-to-date research-based knowledge on mental health, treatment, recovery and support options within a group learning environment. Participants learn skills and strategies designed to improve social and emotional wellbeing.

Wellways community education workshops support community groups to increase their understanding of mental health issues, reduce stigma, and be more welcoming and inclusive. There are a range of community education programs available, including educational workshops and speaker's bureau presentations – the sharing of a personal experience of mental health and recovery. Community groups that typically engage with Wellways education programs include sporting clubs, schools, councils, employers, health and community services, emergency services, peer and volunteer groups.

The role of the Peer Recovery Group (PRG) facilitator is to facilitate programs or provide a lived experience presentation. They will work in partnership with the individual, and their family and carers (as appropriate), to provide a range of non-clinical group-based supports which will assist the individual to achieve their recovery goals.

The PRG facilitator role forms part of the Wellways region and works with regional staff, quality and service development and key stakeholders in the on-going development, customisation and effective delivery of peer education programs.

PRG facilitators utilise the principles of recovery-oriented practice in their role. PRG facilitators will intentionally draw on their own lived experience to support the learning and recovery of program participants. This includes effectively communicating the challenges and experiences that contributed to their own recovery. PRG facilitators will have the ability to demonstrate an awareness of their own mental health needs, to articulate and share personal strategies for self-care, safety and wellbeing, including a personal insight into the impact of stigma and the subsequent effect this has for individuals, families and the broader community.

Refer to Attachment 1 for a reference to the overall Wellways organisation structure and for the relationship lines in context of the role.

Responsibilities

Key Deliverables	Key Performance Indicators
Engagement and promotion of programs	<ul style="list-style-type: none"> As required, assist in the engagement of individuals, families and community groups to participate in Wellways peer education programs. As required, market and provide information about Wellways education programs to stakeholders such as local mental health services, community groups and internal staff
Facilitation/presentation of programs	<ul style="list-style-type: none"> Facilitate education programs or provide a lived experience presentation If required, co-facilitate with another peer or external facilitator, agreeing to a split of responsibility and roles If necessary, encourage and support participants to seek follow up supports with others including Wellways staff in the absence of an assigned Wellways Recovery Worker Engage positively with key external and internal stakeholders
Professional Development	<ul style="list-style-type: none"> Complete evaluation requirements for the respective education program/s Support continuous quality improvement by providing feedback to Wellways and the quality and service development team on positive outcomes and ideas for improvement Assist in the prompt resolution of complaints/issues Respect participant and staff rights and responsibilities Support and encourage participation, including recognising potential future facilitators (peer and community) within groups
Administration	<ul style="list-style-type: none"> Ensure that all operational and administrative requirements including case notes, assessments, recovery plans and data are met Assist with data collection tasks as negotiated Maintain a safe and healthy work 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 team meetings, audits, performance review plans and supervision
Team Effectiveness	<ul style="list-style-type: none"> Work as part of an integrated team which values collaboration, co-operation and mutual support Co-operate with all team members in order to ensure continuity of care and the provision of an exceptional service offer

	<ul style="list-style-type: none"> • Actively participate in team meetings, service planning sessions, and staff development activities
<p>Collaborative Practice, Stakeholder Engagement and advocacy</p>	<ul style="list-style-type: none"> • Co-design and establish group program content with participants, carers and relevant stakeholders, ensuring inclusivity of lived experience perspectives • Ensure ongoing refinement and adaptation of group programs in line with feedback from participants, carers and relevant stakeholders • Ensure the programs reflect the core values of Wellways • Engage and maintain positive relationships with strategic internal and external stakeholders • Engage with key stakeholders to minimise barriers to referral and engagement, and develop joint plans wherever possible • Engage with participants, carers and stakeholders to identify emerging needs, influence service improvements, and contribute to policy and practice discussions and revision • Develop and strengthen partnerships with external organisations to improve access to mental health and wellbeing resources, ensuring a holistic support network for participants when required • Represent Wellways in sector forums, workshops, and working groups to share insights, best practices, and lived experience perspectives that enhance service development • Engage with specialist services and community groups, in particular local Aboriginal and Torres Strait Islander organisations, LGBTIQ+ services and groups, cultural and linguistically diverse groups • Work collaboratively with primary health services to improve service access for people experiencing mental health issues • Mentor new PRG Facilitators, train volunteers and lead facilitation training for staff when required • Promote the program and Wellways in accordance with our vision, mission and values
<p>Recovery Orientated Support</p>	<ul style="list-style-type: none"> • Promote the program and Wellways in accordance with our vision, mission and values • Advocate for the needs and voices of participants, promoting recovery-oriented and person-centred approaches • Assist group participants to identify areas of need using key assessment and outcome measurement tools in the absence of an assigned Wellways Recovery Worker (Well Connected Case Manager)

	<ul style="list-style-type: none">• Refer group participants to other appropriate services if not eligible, when required• Engage eligible group participants, their families and friends in the program, developing professional and trusting working relationships• Provide person-centred trauma-informed support which values lived experience• Identify and offer support to families, friends and carers if required• Support engagement of participants and families to peer support and education programs• Support participants and families to access and engage with primary health services and other services according to need e.g. drug and alcohol programs, education and employment, housing, etc, when required• Assist participants to regularly monitor and update their individual recovery plans when required• Provide transition/exit support of group participants
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Essential Requirements, Knowledge, Experience and Skills

<p>Qualifications & Essential Requirements</p>	<ul style="list-style-type: none"> • Relevant qualifications or minimum Certificate IV in Mental Health and commensurate experience in working in a support role for people with a mental illness. • Strong communication and negotiation skills and the ability to work with a diverse range of health professionals, consumers, carers, and their families • Current valid Driver’s License and the ability to undertake travel for the role • Appropriate IT skills • Evidence of right to work in Australia. • Current National Police Check. • Current Working with Children Check (Employee). • NDIS Worker Orientation Module Completion Certificate. • NDIS Worker Screening Check. • Lived experience • Right to Work within Australia
<p>Technical Knowledge and Experience</p>	<p>Required</p> <ul style="list-style-type: none"> • Facilitation and/or presentation skills • Demonstrated ability to operate in a way that ensures maximum participation of participants • An ability to network with key stakeholders • An ability to work with culturally and linguistically diverse communities and individuals • Commitment to best practice including recovery orientated practice • 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 • Experience in the provision of psychosocial rehabilitation services. • 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 work with culturally and linguistically diverse communities and individuals particularly the local Indigenous community • Demonstrated commitment to continuous improvement and evidence-based practice <p>Desirable</p> <ul style="list-style-type: none"> • Certificate IV in Training and Assessment • Fluency in other languages • Dual diagnosis and dual disability competent

	<ul style="list-style-type: none"> • ATSI background • Lived experience as a member of the LGBTQIA+ community and/or experience working with and advocating for LGBTQIA+ individuals in mental health and wellbeing settings • Knowledge of community services in the GSC region • Ability to access one’s own lived experiences to connect with individuals and wider community • Knowledge of peer led frameworks and models
<p>Skills</p>	<p>Communication</p> <ul style="list-style-type: none"> • 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 <p>Interpersonal</p> <ul style="list-style-type: none"> • An understanding of and commitment to organisational values • Facilitation skills and experience including the ability to provide support and resolve conflict. • 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 <p>Organising and Planning</p> <ul style="list-style-type: none"> • 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. <p>Self Management</p> <ul style="list-style-type: none"> • 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. <p>Information Technology</p> <ul style="list-style-type: none"> • Familiar in Microsoft Office Suite

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: n/a

Special Requirements: n/a

