Position description

Title of the role:	Senior Peer Work Mentor
Classification:	SCHADS Level 4
Schedule: 5.1	Schedule B
Program Area:	People and Culture
Location:	Fairfield & education provider sites in Melbourne's Central and East
Reports to:	Program Coordinator
Last Revised:	April 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

The Senior Peer Work Mentor will support the Victorian Mental Health Royal Commission's recommendation to increase the number of entry points into the lived experience workforce and provide a supportive and structured environment for learning. This role will provide a means to grow the lived experience workforce and support Certificate IV in Mental Health Peer Work to gain practical and supportive placement hours needed to complete the qualification.

The Senior Peer Work Mentor will support the ongoing development, delivery, and evaluation of Wellways' pilot student placement initiative, PeerHub. PeerHub is an innovative new service designed to offer Peer Support services to university students, while also providing Cert IV in Mental Health Peer Work students with a structured and meaningful placement experience. PeerHub offers a range of opportunities for students to engage in both group and one to one peer interactions, and to contribute to broader student mental health and wellbeing through participation in wellbeing events and other relevant activities. The Program will be run by a Program Coordinator, with the support of a Senior Peer Work Mentor. Students completing their placement with PeerHub will also have the opportunity to undertake part of their hours within other Wellways services, allowing for diverse exposure to peer work in practice.

The Senior Peer Work Mentor will report to the Program Coordinator and work collaboratively with staff from participating education providers, students, and Wellways staff and Program Managers to ensure a student placement experience that builds strong foundations in Peer Work. The program will be delivered in a structured and consistent manner, with an emphasis on learning, connection, and support. The Senior Peer Work Mentor will also support the delivery of Peer Support services within the program, ensuring alignment with core Peer Work principles and practice.

The Senior Peer Work Mentor will be responsible for mentoring and coaching Peer Work students completing their placement as they deliver services through PeerHub. The role will support the development of practical resources that students need to succeed during their placement, which may include learning and competency plans, as well as other onboarding and training resources to assist them in their path to entering the Lived Experience workforce.

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

Responsibilities

Key Functions	Key Performance Indicators
General Responsibilities	• **Mentoring**: provide coaching and mentoring to Peer Work students undertaking their placement and guide them in the delivering of peer work practice as they are learning. • **Support Program Management**: Support the Program Coordinator in delivering the smooth and efficient operation of the PeerHub Program in accordance with established guidelines and procedures. • **Resource Development**: Develop resources needed for students to succeed in the program including learning plans and induction resources • **Program Development:** Support program development by adapting and creating resources for program activities (i.e. Group facilitation guides). • **Evaluation**: Participate in the evaluation of the program to assess its effectiveness.
Leadership, learning and development	• Support student induction which may include proving some training and induction material to new students, creating a welcoming environment, instilling peer work principles and values, and generate excitement for the program ahead. • Support the recruitment of Peer Work students and ensure they have support structures required throughout placement • Support Peer Work students as they are placed in other Wellways services where required, ensuring continuation of their learning plan and goals. Work with other Wellways employees and Managers to support where required.
Quality (Administration)	• Ensure compliance with Wellways policies and procedures. • Promptly addressing complaints/issues. • Respecting participant and employee rights and responsibilities • Maintain safe work practices and a safe and healthy environment in accordance with occupational health and safety policies and legislation. • Support evaluation activities

Essential Requirements, Knowledge, Experience and Skills

Qualifications & Essential Requirements	• Lived/Living experience of Mental health challenges and/or psychosocial disability, with capacity to draw upon these experiences to inform program design and delivery. • Completion of Cert IV Mental Health Peer work or similar preferred • Minimum 2 years in a Peer Work role • Current valid Driver's License and the ability to undertake regular travel • Current Police Records Check • Current Working with Children Check • Right to Work within Australia • NDIS Screening Check and module
Technical Knowledge and Experience	• Knowledge of government policy and strategic directions in Mental Health Reform • Commitment to best practice peer work and lived experience frameworks such as Intentional Peer Support • An understanding and commitment to social inclusion and diversity
Skills	**Leadership** • The capacity to communicate and model a vision that generates enthusiasm and commitment. • Understanding of and commitment to Wellways' values **Communication** • Excellent verbal and written communication skills • Strong rapport building skills • Well-developed conflict resolution and negotiation skills **Other** • Well established skills in the use of the Microsoft Office Suite (Microsoft Teams, Outlook,) • Strong Organisational Skills

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

