

## Position description

Title of the role:	Carer Hub Navigator
Classification:	SCHADS Award 4
Schedule:	Schedule B
Program Area:	Carer Gateway Services
Location:	Bundaberg Queensland
Reports to:	Community Engagement Coordinator
Last revised:	April 2025

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### 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 recognise 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

This is an exciting new opportunity to empower Carers by forging strong connections with local support networks. You'll be instrumental in creating pathways to essential community services and resources, enabling carers to access culturally safe and appropriate support services, employment, education and social opportunities. By developing valuable resources, you'll ensure their long-term success. Carer Gateway provides free, accessible support, guided by a 'how can we help' and 'no wrong door' approach, eliminating the need for referrals.

The Carer Hub Navigator role is an important connector role and has the following core purpose:

1. To create seamless connections between Carers and vital community resources, cultivating meaningful relationships that support wellbeing and independence.
2. Supporting Carers to thrive, focusing on holistic well-being, going beyond basic needs to help carers achieve their full potential.
3. The service is Carer focused, '*how can we help*' and a '*no wrong door* approach'.
4. Oversee the Bundaberg Carer Hub, facilitating social interaction and promoting wellbeing, connection and a sense of belonging.

The Carer Hub Navigator role will be responsible for:

- Proactively seeking out and establishing connections with community services and resources.
- Helping carers access opportunities including linkages to support services, employment, education and social participation.
- Developing materials and tools that empower carers to navigate the system independently.
- Completing the intake and registration function in compliance with Department of Social Services guidelines and as required within the Carer Gateway team.
- Maintain and develop comprehensive knowledge and strong understanding of funded and non-funded service options, service providers and support agencies.
- Collaborate with partner organisations to build and maintain effective referral pathways for carers and to raise awareness of Carer Gateway services among internal and external stakeholders and the broader community.
- Service Mapping, to inform the ongoing understanding of a service, community or region
- Empower and support carers to navigate complex service systems and access the supports, resources, and connections they need.
- Hosting Carer drop-in sessions.
- Oversee the Carer Hub, including rostering co-locations, partners and information sessions.
- Creating an environment in which Carers will find welcoming, real and inclusive.
- Ensuring relationships with Carers are built on Wellways values and are positive.

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

Key Deliverables	Key Performance Indicators
<b>Service Delivery and Carer Hub Oversight.</b>	<ul style="list-style-type: none"> <li>• Provide Carers with information on internal and external programs/services ensuring referral pathways for Carers and their families.</li> <li>• Assisting Carers in the Carer Hub and in community to navigate complex processes such as filling out applications, online forms and connecting them with relevant organisation</li> <li>• Utilising the Carer Support Framework undertake intake and registration ensuring Carer meets eligibility criteria.</li> <li>• Work with Carers to develop an agreed action plan that reflects their aspirations, responds to their current support needs and contributes to their overall health and wellbeing.</li> <li>• Ensure action plans focus on providing service solutions that maintain and strengthen Carers health and wellbeing and their ability to sustain in their caring role.</li> <li>• Ensure referrals are provided to stakeholders with accurate and complete information that allow for the timely commencement of service(s).</li> <li>• Conduct Risk assessments, including assessment of suicide risk and violence risk, develop action and safety plans to mitigate any risks, providing follow up support if required, and communicating all risk with Coordinator Community Engagement &amp; Volunteering.</li> <li>• Good understanding of navigating My Aged Care, NDIS and Services Australia.</li> <li>• Coordinate local community responses to natural disasters and weather events</li> </ul>
<b>Promotion of the Carer Gateway Program</b> (Promote awareness and uptake of the Carer Gateway Program among carers, community stakeholders, and service partners in community)	<ul style="list-style-type: none"> <li>• Facilitate welcoming and supportive Carer drop-in sessions, guided by Wellways values.</li> <li>• Facilitate Wellways calendar events in collaboration with other Wellways team members.</li> <li>• Proactively assist Carers in accessing additional support services, fostering positive relationships with internal and external stakeholders.</li> <li>• Arrange and facilitate information sessions</li> <li>• Evaluate the effectiveness/impact of the Carer Hub through participant feedback and collaborative debriefing in collaboration with the Coordinator.</li> <li>• Manage and maintain accurate inventory of hub supplies.</li> <li>• Work collaboratively with stakeholders and partner organisations to promote awareness of the Carer Gateway program in community and the carer hub.</li> </ul>

<p><b>Team Effectiveness</b></p> <p>Working as part of the wider regional and general management team to provide exceptional service and delivery of service.</p>	<ul style="list-style-type: none"> <li>• Working closely with the wider leadership and Carer Gateway teams to ensure clear communication and collaboration for service delivery effectiveness</li> <li>• Promoting a culture of cohesion and collaboration across Carer Gateway business and encouraging connections between employees from different programs</li> <li>• Working with Coordinator to develop systems and processes to support rapid response and risk management for this program</li> <li>• Collaborate with and assist co-workers to learn and develop and assist when they are having difficulty.</li> <li>• Working autonomously while being a supportive and flexible team member.</li> <li>• Proactively seeking to address issues/concerns as they may occur.</li> <li>• Assist with and undertake other duties as determined by the Service Manager and Coordinator</li> </ul>
<p><b>Quality</b></p> <p>Drive and support the overall effectiveness of Wellways Carer Gateway Services ensuring that services reflect Wellways values, best evidence-based practice, demonstrate innovation, are evaluated and are accountable to funding bodies</p>	<ul style="list-style-type: none"> <li>• Ensure the service approach incorporates the following service principles: Carer Focused, Practical and Flexible, Inclusive.</li> <li>• Ensure adherence to the Wellways Contact Centre Service Design and Carer Gateway Service Provider Operating Manual and all other relevant policies and procedures.</li> <li>• Report all incidents and complaints in line with Wellways policies and procedures and within specified time frames</li> <li>• Maintain safe work practices and nurture a safe and healthy environment in accordance with occupational health and safety policies and legislation</li> <li>• Ensure all scheduled activities are undertaken in accordance with responsibilities and accountabilities within the allocated time frames.</li> <li>• Ensure all assessments and documentation is provided to relevant service delivery teams in a timely manner.</li> <li>• Ensure appropriate Carer Gateway documentation is maintained in Wellways client management system as required to meet statutory requirements including statistical data for reporting purposes.</li> <li>• Maintain strict client confidentiality while reinforcing the client's rights and responsibilities.</li> <li>• Adhere to protocols and agreements between Wellways, consortium partners and relevant service providers</li> </ul>
<p><b>Organisational Alignment</b></p> <p>Working with key stakeholders, supporting the achievements of organisational goals and the application of best practice frameworks</p>	<ul style="list-style-type: none"> <li>• Using established organisational systems and processes in line with Wellways policies and procedures</li> <li>• Supporting the reputation of Wellways as a preferred provider by contributing to high quality service delivery and by operating in line with Wellways values and Code of Conduct</li> <li>• Fostering effective communication and maintaining positive relationships with internal and external stakeholders</li> <li>• Establishing and maintaining effective relationships with other organisations to ensure effective service delivery</li> </ul>

<b>Stakeholder Engagement</b>	<ul style="list-style-type: none"> <li>• Establishing and maintaining relationships with local service providers and community organisations.</li> <li>• Where Carer needs are best met through other agencies, advocate with those agencies to access assistance for Carers.</li> <li>• Supporting lived experience leadership and advocacy.</li> <li>• Identify carers needs and refer them to the appropriate source, including to the Carer Gateway Core Supports (Counselling, Coaching and In-Person Peer Support).</li> </ul>
<b>Administration</b>	<ul style="list-style-type: none"> <li>• Provide administrative support requiring a high level of judgment, initiative, confidentiality and sensitivity in the performance of work</li> <li>• Complete all administrative tasks associated with facilitating the program in a timely manner. Assist with data collection tasks as negotiated</li> </ul>
<b>Professional Development</b>	<ul style="list-style-type: none"> <li>• Actively participate in Community of Practice meetings as required.</li> <li>• Actively participate in monthly supervision with program Coordinator.</li> <li>• Actively participate in the Wellways Professional Development process</li> <li>• Actively participate in staff meetings.</li> <li>• Complete all training requested by the program Coordinator.</li> <li>• Engage in reflective practice within a team environment and actively participate in supervision.</li> </ul>

<b>Qualifications &amp; Essential Requirements</b>	<ul style="list-style-type: none"> <li>• Diploma or above in a support discipline and/or Equivalent Community sector experience</li> <li>• Experience working with family carers in mental health, alcohol and other drugs, community support services</li> <li>• Experience and understanding of recovery principles</li> <li>• Familiarity with local community and services available</li> <li>• Current valid Driver's Licence</li> <li>• Satisfactory National Police Records Check (within 12 months)</li> <li>• WWCC / QLD Blue Card</li> <li>• NDIS Workers Screening check / QLD Yellow Card</li> <li>• Appropriate IT Skills</li> <li>• Right to Work within Australia</li> <li>• NDIS Worker Orientation Module Certificate</li> </ul>
<b>Technical Knowledge and Experience</b>	<p>Required:</p> <ul style="list-style-type: none"> <li>• Thorough understanding of the caring role and evidence based, best practice Carer supports that enable Carers to sustain in their caring role and enhance their own wellbeing and identity.</li> <li>• Demonstrated knowledge of caring roles and the impact on Carers health and wellbeing to determine support requirements.</li> <li>• Experience in coordinating responsive individualised support to individuals, families, young people and children with caring roles.</li> <li>• Demonstrated skill in establishing empowering and supportive partnerships with individuals, families, young people and children with caring roles.</li> <li>• A commitment to family centred practice and maximising the opportunities and support for people within their local communities.</li> <li>• Previous experience in facilitating Psychosocial Education and/or Peer Led Programs for young people.</li> <li>• An understanding and demonstrated commitment to social inclusion and diversity.</li> <li>• Personal insight into the impact of stigma and the subsequent effect this has for individuals, families and the broader community.</li> <li>• Prepared to use your lived experience to enrich the support and learning experiences for Carers.</li> <li>• Have a strong understanding of the importance of 'safe storytelling' and able to implement when supporting Carers.</li> <li>• Personal knowledge of region-specific health services, formal and informal community networks and primary health services</li> <li>• Demonstrated knowledge of caring roles and the impact on Carers health and wellbeing to determine support requirements.</li> </ul>

<b>Skills</b>	<p><b>Teamwork</b></p> <ul style="list-style-type: none"> <li>• The ability to communicate and model a vision that supports enthusiasm and commitment.</li> <li>• Support a culture and environment that fosters innovation in service delivery.</li> <li>• The ability to identify potential issues and setbacks and work with colleagues to optimise outcomes.</li> <li>• Demonstrated understanding of and commitment to Wellways values.</li> </ul> <p><b>Strategic Planning</b></p> <ul style="list-style-type: none"> <li>• Ability to plan alongside the team Coordinator and with colleagues to develop effective solutions and mitigating strategies to program challenges.</li> </ul> <p><b>Communication</b></p> <ul style="list-style-type: none"> <li>• Partnership, participation and negotiation - an ability to liaise, consult and negotiate effectively including an ability to encourage participation and develop effective partnerships with stakeholders. Proven ability and experience in representing organisations.</li> <li>• Effective communication skills, verbal and written, including the ability to develop reports and recommendations on service issues, public speaking and presentations.</li> <li>• Listening skills that support active listening to Carers' needs</li> <li>• Patient and non-judgmental when listening and exploring Carer challenges.</li> </ul> <p><b>Organising and Planning</b></p> <ul style="list-style-type: none"> <li>• Able to identify more and less critical activities and operate accordingly, reviewing and adjusting as required.</li> <li>• Able to support development and implementation of systems and procedures to guide work and track progress.</li> <li>• Able to recognise barriers and find effective ways to deal with them</li> <li>• Able to identify processes, tasks and resources required to achieve a goal.</li> <li>• Able to take an organized, methodical approach to work tasks.</li> </ul> <p><b>Information Technology</b></p> <ul style="list-style-type: none"> <li>• Proficient with the range of digital platforms including but not limited to: <ul style="list-style-type: none"> <li>○ Microsoft Office Suite</li> <li>○ Client management systems</li> <li>○ Able to use a variety of online meeting platforms</li> </ul> </li> </ul> <p><b>Required:</b></p> <ul style="list-style-type: none"> <li>• Ability to articulate and share personal strategies for self-care, safety and well-being.</li> <li>• Active curiosity that facilitates exploration and engagement of opportunities that emerge from Carers' involvement in community.</li> <li>• Goal focused – able to create and follow agendas for facilitating Carer drop in sessions and is open to ongoing self-development.</li> </ul>
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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

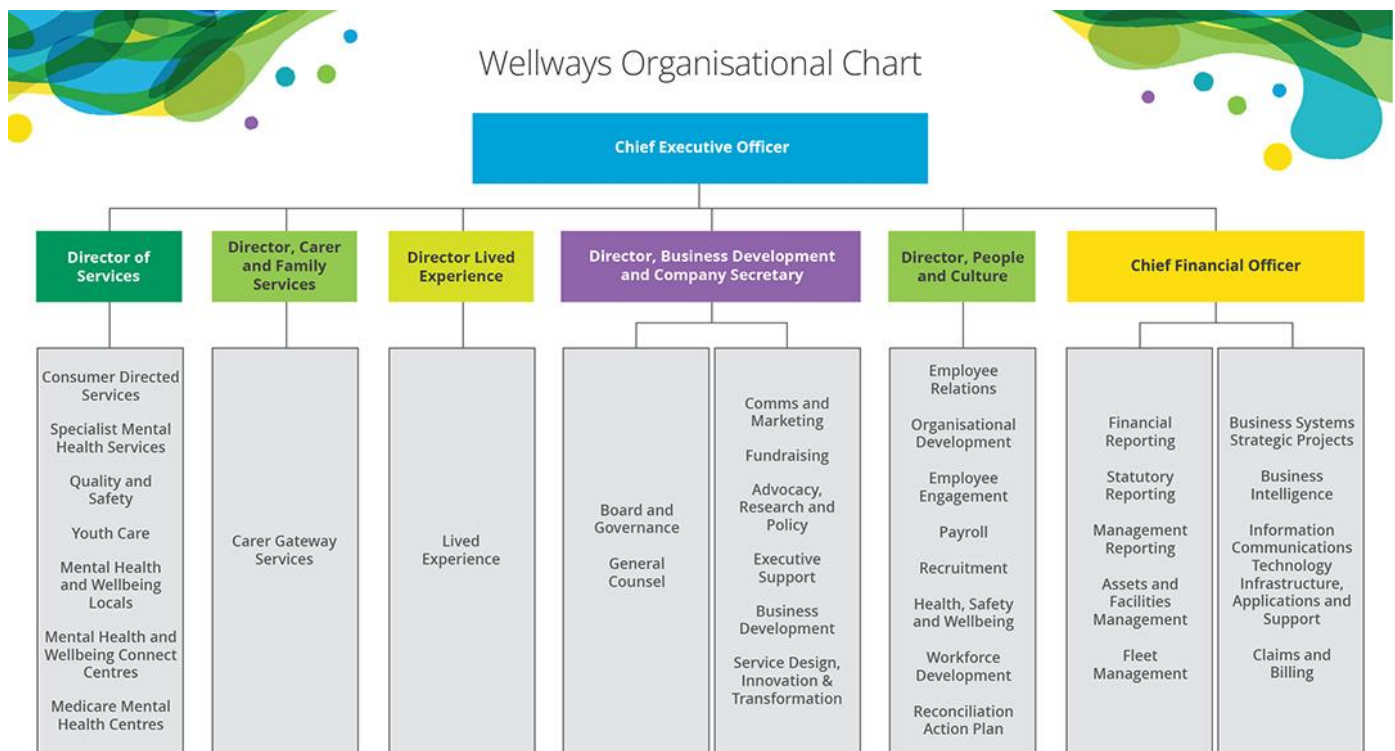
People – Number of Directs: n/a

Travel Percentage: As required

On Call: n/a

Special Requirements: Nil

## Attachment 1



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