

## Position description

Title of the role:	Recovery Worker
Classification:	SCHADS Level 3
Schedule:	B
Program Area:	Rehabilitation Services
Location:	North West, Melbourne
Reports to:	Manager, PARC
Last Revised:	June 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 Prevention and Recovery Care (PARC) program is a collaborative service between Wellways and Melbourne Health through its division North Western Mental Health service (NWMH).

The service is a step-down and step-up sub-acute mental health service for those within the catchment areas of NWMH. PARCs are located in a community setting and provide an option for people who are becoming unwell, or who are in the early stages of recovery from an acute illness and need a short period of additional support to strengthen their gains from spending time in an inpatient setting and to consolidate their community transition and recovery treatment plans. Clinical intervention is provided to PARC through the Area Mental Health Service. The program is staffed 24/7 and includes day, afternoon and sleepover shifts.

Under the support and direction of the Manager, PARC and Senior Recovery Worker, the Recovery Worker will:

- Engage participants and develop professional and trusting relationships
- Develop individual recovery 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 recovery
- Ensure that all operational and administrative requirements are met including regular reporting requirements and records maintenance
- Case planning: convene case planning meetings with PARC clinicians, community case managers, consumers and their families, and other service partners.
- Case coordination; coordinate activities for the PARC consumer and our partners in service delivery (clinicians, employment services, education providers, accommodation providers)

The PARC program forms part of the East North West region and works with the broader team and other key stakeholders in the ongoing development and effective implementation of organisational and regional strategic plans.

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

## Responsibilities

Key Functions	Key Performance Indicators
<p><b>Rehabilitation Services</b>            Providing direct support to participants within the framework of the organisations policy and procedures, all applicable legislative standards and any relevant accreditation standards.</p>	<p>Working in the context of the individual, family and community, the Program Worker will be expected to:</p> <ul style="list-style-type: none"> <li>• Engage participants and developing professional and trusting relationships</li> <li>• Participate in formal entry assessments in both an inpatient unit setting and a psychosocial rehabilitation setting</li> <li>• Participation in the delivery and support of the PARC group program and responsibility for at least one agreed group activity per week</li> <li>• Assistance for participants with activities of daily living</li> <li>• Work with participants to identify areas of need using key assessment and outcomes measurement tools</li> <li>• Develop individual service plans with each participant which incorporate individual goals focusing on skill and knowledge development while working towards recovery</li> <li>• Provide direct practical support to participants to attain the skills required to meet the goals identified to ensure social inclusion</li> <li>• Encourage linkages into a range of activities to support achievement of goals, including all other Wellways services</li> <li>• Work with participants, to regularly monitor and update their individual plans and progress in line with the plan</li> <li>• Work actively with participants to plan their exit from the program and assist in building longer term support networks</li> <li>• Ensure that all operational and administrative requirements are met including regular reporting requirements and records maintenance</li> <li>• Maintain safe work practices and a safe and healthy environment in accordance with occupational health and safety policies and legislation</li> </ul>
<p><b>Team Effectiveness</b>            Working as an active member of the program team to ensure the achievement of program goals and the application of best practice frameworks.</p>	<p>This will include:</p> <ul style="list-style-type: none"> <li>• Working as part of the team on the basis of an ethos of collaboration, co-operation and mutual support</li> <li>• Support for, and on-going development of, an environment based on</li> <li>• shared accountability and effective knowledge sharing</li> <li>• Co-operating with all team members in order to ensure continuity of care and the provision of an exceptional service offer</li> <li>• Actively participating in team meetings, service planning sessions, PDR</li> <li>• supervision and staff development activities</li> </ul>

<p><b>Organisational Alignment</b> 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</p>	<p>This will be achieved through on-going contribution and awareness ensuring that:</p> <ul style="list-style-type: none"> <li>• The programs provided reflect the core values of Wellways</li> <li>• Consumer needs are reviewed to ensure an effective service aligned with need</li> <li>• Quality systems and standards are subject to on-going development to</li> <li>• support enhanced program delivery</li> <li>• Effective relationships are established and maintained with other organisations</li> </ul>
<p><b>Stakeholder Engagement</b> Working with the wider community and key stakeholders to support value adding participant outcomes</p>	<p>Participating in program promotion and developing appropriate linkages with other community agencies, clinical services and other Wellways programs</p> <ul style="list-style-type: none"> <li>• Participating in the development and delivery of community education in relation to mental health</li> <li>• 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</li> <li>• Assisting in the support of volunteers and students</li> </ul>
<p><b>Other Duties</b></p>	<ul style="list-style-type: none"> <li>• As required, the cleaning of participant units upon exit where time prevents the use of a contract cleaner. This is a shared responsibility of all PARC staff.</li> </ul>

## Essential Requirements, Knowledge, Experience and Skills

<p><b>Qualifications &amp; Essential Requirements</b></p>	<ul style="list-style-type: none"> <li>• Certificate IV/Diploma in Mental Health, AOD or related field OR tertiary qualifications in social science or related discipline (current studies also considered)</li> <li>• Current and valid Driver's License and the ability to undertake some travel</li> <li>• Appropriate IT skills</li> <li>• Satisfactory National Police Records Check</li> <li>• Current and valid Working with Children Check</li> <li>• Right to Work within Australia</li> <li>• 100 points of ID</li> <li>• NDIS Worker Screening Check</li> <li>• NDIS Worker Orientation Module Certificate</li> </ul>
<p><b>Technical Knowledge and Experience</b></p>	<p>Required:</p> <ul style="list-style-type: none"> <li>• Demonstrated experience and skills in working within programs for people with a serious mental illness or their carers</li> <li>• An understanding of the biopsychosocial model of mental health and how social inclusion principles are applied to service delivery</li> <li>• Demonstrated ability to operate in a way that ensures maximum participation of participants</li> <li>• An ability to establish effective partnerships including liaison, mediation, negotiation and consultation</li> <li>• An ability to work with culturally and linguistically diverse communities and individuals</li> <li>• Commitment to best practice</li> </ul> <p>Desirable:</p> <ul style="list-style-type: none"> <li>• Prior experience working within the Mental Health industry or community-based organisation</li> <li>• Experience in the operation of residential programs</li> <li>• An understanding of the medications used in a sub-acute setting including effects of medications, side-effects and medication interactions</li> <li>• Fluency in other languages</li> </ul>

<b>Skills</b>	<p><b>Communication</b></p> <ul style="list-style-type: none"> <li>• Effective communication skills, verbal and written, particularly as these apply to the writing of case files notes, written and verbal handovers.</li> </ul> <p><b>Interpersonal</b></p> <ul style="list-style-type: none"> <li>• Strong skills in developing and maintaining relationships with staff and other key stakeholders.</li> <li>• Able to see things from others point of view and confirm understanding of that point of view.</li> <li>• Able to express personal views in a constructive and diplomatic manner.</li> <li>• Able to reflect on how one’s own emotions impact on others.</li> </ul> <p><b>Organising and Planning</b></p> <ul style="list-style-type: none"> <li>• Able to prioritise activities and operate accordingly, reviewing and adjusting as required.</li> <li>• Able to implement 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> </ul> <p><b>Self-Management</b></p> <ul style="list-style-type: none"> <li>• Takes the time to think things through.</li> <li>• Able to anticipate one’s own reactions to situations and prepare accordingly.</li> </ul> <p><b>Information Technology</b></p> <ul style="list-style-type: none"> <li>• Familiar in Microsoft Office Suite</li> </ul>
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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: 0

Travel Percentage: As required

On Call: n/a

Attachment 1

