



Position description

Title of the role:	Psychosocial Support Service Recovery Worker
Classification:	SCHADS Level 3
Program Area:	Mental Health
Location:	Eastern Melbourne
Reports to:	Team Leader Psychosocial Support
Last Revised:	July 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

Wellways has been commissioned by Eastern Melbourne Primary Health Network to deliver a Psychosocial Support Service (PSS) with a unique focus on flexible support and a whole of person approach, integrating mental and physical wellbeing services. **These services will be delivered from Monday to Friday across the East and Northern region of Melbourne.**

Psychosocial supports as defined by this initiative “supports and services that are purchased to work in partnership with individuals who are not more appropriately funded through the NDIS and are significantly affected by severe mental illness, which has an impact on their associated psychosocial functional capacity. These services, in partnership with families and carers (as appropriate), provide a range of non-clinical community-based support to these individuals to achieve their recovery goals”.

Wellways has been funded to deliver an integrated psychosocial service interventions with physical health through the established mental health stepped-care model across the north and eastern catchment. The Wellways PSS will provide:

- One-to-one psychosocial supports
- Individual peer support using the Intentional Peer Support model
- Peer-developed and evidence-based group education and support programs (e.g. Discovery) delivered by our trained peer facilitators
- Integration of intake and assessment using health screening to support participants physical and mental health needs.
- Participants choice and control in the service delivery including location (office-based or outreach) and hours of delivery
- Tailor and coordinated recovery plans at the right level of support (e.g. Low, Moderate or Intensive) for each participant
- Help eligible participants, their families and carers successfully apply and re-test for NDIS funding

Under the general direction of the Team Leader and Program Co-ordinator, this role will be responsible for providing the day to day support to Psychosocial Support Service participants.

- 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 natural supports community and clinical supports, and other service partners
- 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.
- Support the testing and Re-testing of NDIS eligibility
- Engage and connect participants with community and health supports to optimise mental health recovery

Aboriginal and Torres Strait Islander applicants are strongly encouraged to apply.

Refer to Attachment 1 for a reference to the PSS staffing profile and Attachment 2 for the overall Wellways organisation structure and for the relationship lines in context of the role.

Responsibilities

Key Functions	Key Performance Indicators
<p>Provision of recovery oriented practice Working within the principles of recovery orientated mental health practice</p>	<p>In the context of the individual, family, community and the principles of recovery, the PSS recovery worker will:</p> <ul style="list-style-type: none"> • Engage participants and their natural supports in the program where appropriate and develop professional and trusting working relationships • Work with culturally safe and trauma aware principles in practice • Conduct regular face to face support visits to connect with the person and to monitor and offer support around key areas • Assistance for participants with activities of daily living • Develop individual service plans with each participant which incorporate individual goals focusing on skill and knowledge development while working towards recovery • Provide direct practical support to participants to attain the skills required to meet the goals identified to ensure social inclusion • Encourage linkages into a range of activities to support achievement of goals, including all other Wellways services Work with participants, to regularly monitor and update their individual plans and progress in line with the plan • Work actively with participants to plan their exit from the program and assist in building longer term support networks • Ensure that all operational and administrative requirements are met including regular reporting requirements and records maintenance • Maintain safe work practices and a safe and healthy environment in accordance with occupational health and • Work collaboratively with other agencies to ensure participants have a smooth and comfortable transition to NDIS, or other programs. • Meet PSS KPI's
<p>Provision of goal-oriented services Working with clear timeframes within a participant-led framework</p>	<p>PSS recovery workers will support participants flexibly, based on their established needs and goals, informed by the recovery star . This could include:</p> <ul style="list-style-type: none"> • Testing eligibility to NDIS • Transition planning to appropriate service/s • Housing: needs are addressed, particularly homelessness • Practical, day-to-day needs: daily living support is provided • Employment and education: employment and education needs and

	<p>goals are addressed</p> <ul style="list-style-type: none"> • Community participation: this may include taking part in community activities • Emotional support: this may be provided by support workers, as well as family, friends and peers, to alleviate loneliness and isolation and promote social interaction • Physical health: the individual is supported to maintain or improve good physical health and wellbeing, including managing drug, alcohol, and tobacco addictions • Family or chosen family connections: the individual is supported to develop family/chosen family connections, as desired, and families are supported, as needed, in this process • Advocacy: self-advocacy skills—being able to speak or act on your own behalf—are encouraged and learned
<p>Consumer and carer participation Engage in ongoing consultation with participants, carers and other relevant parties</p>	<ul style="list-style-type: none"> • Engaging participants in the planning, delivery, development, monitoring and evaluation of services • Regularly reviewing the ways in which services are provided to ensure the program is service aligned with individual needs • Providing services in a culturally competent manner for participants and families from Culturally and Linguistically Diverse (CALD) backgrounds
<p>Administration Ensure all documentation is completed in a timely and accurate manner</p>	<ul style="list-style-type: none"> • Ensure that all operational and administrative requirements including case notes, assessments, recovery plans and data are met including regular reporting requirements and records maintenance • Maintain safe work practices and a safe and healthy 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 audits
<p>Team Effectiveness 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"> • Working as part of the team on the basis of an ethos of collaboration, co-operation and mutual support • Support for, and on-going development of, an environment based on shared accountability and effective knowledge sharing • Co-operating with all team members in order to ensure continuity of care and the provision of an exceptional service offer • Actively participating in team meetings, service planning sessions, supervision and staff development activities

Essential Requirements, Knowledge, Experience and Skills

<p>Qualifications & Essential Requirements</p>	<ul style="list-style-type: none"> • Relevant qualifications or commensurate experience in working in a support role for people with a mental illness, generally a Certificate IV qualification or above. • Experience in working within a mental health setting or equivalent community based support role • Current valid Driver’s License and the ability to undertake travel for the role • Appropriate IT skills • Current Working with Children Check • Right to Work within Australia • Current Police Check • NDIS Worker Orientation Module completion certificate • NDIS Worker Screening Check
<p>Technical Knowledge and Experience</p>	<p>Required:</p> <ul style="list-style-type: none"> • Demonstrated experience and skills in working within programs for people with a serious mental illness or their natural supports and 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 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 • 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

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

