



Position description

Title of the role:	Wellbeing Worker
Program Area:	Rehabilitation Services
Location:	Mildura PARC
Classification:	SCHADS Level 3 (Schedule B)
Reports to:	PARC Program Coordinator
Last Revised:	March 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 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

This role supports Wellways to deliver a personal and valued service to people and community in the Murray region. The Mildura Prevention and Recovery Care (PARC) program is a collaborative service between Wellways and Mildura Base Public Hospital (MBPH).

The service is a step-down and step-up sub-acute mental health service for those within the catchment areas of MBPH. 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.

Our focus is on recovery and supporting individuals to live independent and fulfilling lives in the community. We do this by working in close partnership with clinical and other partners, the person with the mental illness, their families and friends. It is our goal to assist people in their own pathway to recovery.

Under the support and direction of the PARC Coordinator, the Wellbeing worker is responsible for the delivery of the PARC program in collaboration with their team and clinical partner, Mildura Base Public Hospital. The role forms part of the Murray region and works with the team and other key stakeholders in the ongoing development and effective implementation of organisational and regional strategic plans.

Other areas of responsibility and accountability include:

- Setting a positive culture that celebrates great practice and provides efficient, effective services.
- Intake and assessment of PARC participants
- Delivery of group programming as per schedule
- Daily keywork sessions with participants
- Supporting the facility cleanliness and maintenance as needed

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 Functions	Key Performance Indicators
A personal and valued service experience	<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"> • Engage with participants and their families, friends and/or carers (where necessary and appropriate) to develop professional and trusting relationships • Work with participants to identify areas of need using key assessment and outcomes measurement tools • 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 safety policies and legislation • Engage in ongoing consultation with participants, carers and other relevant parties. • Providing services in a culturally competent manner for participants and families from Culturally and Linguistically Diverse (CALD) backgrounds
A truly great place to work	<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, PDR supervision and staff development activities • Other reasonable activities / duties as directed by your manager

Standing up for what we believe in	<p>This will be achieved through on-going contribution and awareness ensuring that:</p> <ul style="list-style-type: none"> • The programs provided reflect the core values of Wellways • Consumer needs are reviewed to ensure an effective service aligned with need • Quality systems and standards are subject to on-going development to support enhanced program delivery • Effective relationships are established and maintained with other organisations
Ethical and sustainable growth	<ul style="list-style-type: none"> • Participating in program promotion and developing appropriate linkages with other community agencies, clinical services and other Wellways programs • Participating in the development and delivery of community education in relation to mental health • 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 • Assisting in the support of volunteers and students
Other Duties	<ul style="list-style-type: none"> • 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.

Essential Requirements, Knowledge, Experience and Skills

Qualifications & Essential Requirements	<ul style="list-style-type: none"> • Personal experience of a mental illness • Certificate IV/Diploma in Mental Health, AOD or related field OR Tertiary qualification in a social science OR 1+ year relevant work experience in mental health sector • Current valid Driver's License and the ability to undertake some travel • Appropriate IT skills • Satisfactory Police Records Check • Satisfactory Working with Children Check • Right to Work within Australia • NDIS Worker Screening Check • NDIS Worker Orientation Module completion certificate • Evidence of COVID booster vaccination or valid medical exemption
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Technical Knowledge and Experience	<p>Required:</p> <ul style="list-style-type: none"> • Be comfortable to share experiences with the program participants • Demonstrated experience and skills in working within programs for people with a serious mental illness or their carers • Experience in the operation of residential programs • An understanding of the biopsychosocial model of mental health and how social inclusion principles are applied to service delivery • Demonstrated ability to operate in a way that ensures maximum participation of participants • An ability to establish effective partnerships including liaison, mediation, negotiation and consultation • An ability to work with culturally and linguistically diverse communities and individuals • Commitment to best practice <p>Desirable:</p> <ul style="list-style-type: none"> • Prior experience working within the Mental Health industry or community based organisation • Fluency in other languages
Skills	<p>Communication</p> <ul style="list-style-type: none"> • Effective communication skills, verbal and written including the ability to develop reports. <p>Interpersonal</p> <ul style="list-style-type: none"> • Strong skills in developing and maintaining relationships with staff and other key stakeholders. • Able to see things from others point of view and confirm understanding of that point of view. • Able to express personal views in a constructive and diplomatic manner. • Able to reflect on how one's own emotions impact on others. <p>Organising and Planning</p> <ul style="list-style-type: none"> • Able to identify more and less critical activities and operate accordingly, reviewing and adjusting as required.

	<ul style="list-style-type: none"> • Able to develop and implement systems and procedures to guide work and track progress. • Able to recognise barriers and find effective ways to deal with them. • Able to identify processes, tasks and resources required to achieve a goal <p>Self Management</p> <ul style="list-style-type: none"> • Able to plan and prioritise work to ensure outcomes are achieved. • Takes the time to think things through. • Able to anticipate one's own reactions to situations and prepare accordingly. <p>Information Technology</p> <ul style="list-style-type: none"> • Familiar in Microsoft Office Suite
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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: n/a

Travel Percentage: As Required

On Call: n/a

Special Requirements: n/a

