



Position description

Title of the role:	Peer Recovery Worker, Residential Programs
Classification:	SCHADS Award Level 3 (Schedule B)
Program Area:	Rehabilitation Services
Location:	Shepparton
Reports to:	Manager, PARC SRRP
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 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 build their wellbeing and to live independently. The model provides an evidence-based approach to create individually tailored, effective 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 services and advocacy programs:

- Support and create opportunities for building wellbeing
- Value cultural diversity
- Value peer participation and leadership (participant and carer)
- Are underpinned by evidence-based best practice



Position Summary

Wellways has several programs providing service to the Goulburn Valley catchment including the Prevention and Recovery Care (PARC) program and the Specialist Residential Rehabilitation Program (SRRP). These programs are collaborative services between Wellways and Goulburn Valley Area Mental Health & Wellbeing service. We employ recovery workers to work across these programs.

The PARC program is a step-up and step-down sub-acute mental health service. PARC is located in a community setting and provides 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 to consolidate their community transition and recovery treatment plans.

SRRP is a longer-term program for participants who are case managed by the clinical service and require intensive support to establish and maintain independent living skills before their community transition.

Clinical intervention is provided to PARC & SRRP through the Area Mental Health & Wellbeing Service. The program is staffed 24/7 and includes day, afternoon and sleepover shifts. 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 the person experiencing mental illness, their family and friends along with clinical services and other partners. It is our goal to assist people in their own pathway to recovery.

This particular role is unique as it requires someone with a lived experience to share their personal experiences of their recovery to engage and empower individuals in their recovery journey. Participation of people with a lived experience of mental illness is an important element of the way in which Wellways provides services. Utilising the Wellways Lived Experience Workforce Framework, the Residential Programs Peer Recovery Worker will provide rehabilitation support and will act as a positive role model for program participants and their families to overcome stigma and encourage personal development.

The Residential Programs Peer Recovery Worker will share their experience of recovery to assist participants, their families, clinicians and the community better understand the participant perspective and to improve outcomes for participants. In addition, the Peer Recovery Worker will play a lead role in the service to support consumer and carer participation

Under the support and direction of the Manager, the role forms part of the Murray team and works with the team and other key stakeholders in the ongoing development and effective implementation of regional and program plans.

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

Responsibilities

Key Functions	Key Performance Indicators
<p>Provision of recovery oriented practice Working within the principles of recovery orientated mental health practice</p>	<p>The Peer Recovery Worker will be expected to:</p> <ul style="list-style-type: none"> • Engage participants in developing professional and trusting relationships • Conduct regular face to face support to connect with the person and to monitor and offer support around key areas • Assist participants to identify areas of need using key assessment and outcomes measurement tools • 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. • Develop individually tailored recovery plans with each participant which incorporate specific individual goals focusing on skill and knowledge development, including physical health and wellbeing and housing outcomes • 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 completed including regular reporting requirements and records • Maintain safe work practices and a safe and healthy environment in accordance with occupational health and safety policies and legislation
<p>Consumer Participation Engage in ongoing consultation with participants, carers and other relevant parties</p>	<p>This will be achieved through:</p> <ul style="list-style-type: none"> • Engaging participants in the planning, delivery, development, monitoring and evaluation of services • Regularly review 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>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 • Participate in and support Wellways initiatives in the region • Work as an integrated team with clinicians, carers and other individual supports identified by participants

<p>Organisational Alignment Contributing to the effective operation and ongoing development of the program to ensure that the program reflects Wellways values, best evidence-based practice and demonstrates innovation</p>	<p>This will be achieved through ongoing contribution and awareness ensuring that:</p> <ul style="list-style-type: none"> • The programs provided reflect the core values of Wellways • Participant needs are regularly reviewed to ensure an effective service aligned with need • Quality systems and standards are subject to ongoing development to support enhanced program delivery • Effective relationships are established and maintained with other organisations, including other lived experience workers in the region and across Wellways, and/or other consumer advocacy services
<p>Stakeholder Engagement Working with the wider community and key stakeholders to support value adding participant outcomes</p>	<p>This will be achieved through:</p> <ul style="list-style-type: none"> • Working with the service system and the local community to ensure an integrated response • Participating in program promotion and developing key 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
<p>Other duties</p>	<ul style="list-style-type: none"> • As required, the cleaning of participant units upon exit. This is a shared responsibility of all PARC SRRP Staff.

<p>Qualifications & Essential Requirements</p>	<ul style="list-style-type: none"> • Personal experience of a mental illness • Relevant qualifications (generally Certificate IV or above in fields such as Community Services, Peer Work or Mental Health) OR commensurate experience (1+ years) required to work in a support role for people with a mental illness OR Intentional Peer Support training OR the ability to demonstrate study toward these qualifications • Current valid Driver's License and the ability to undertake some travel • Satisfactory National Police Records Check • Satisfactory Working with Children Check • Moderate IT skills • Right to Work in Australia • NDIS Orientation Module • NDIS Worker Screening Check
<p>Technical Knowledge and Experience</p>	<p>Required:</p> <ul style="list-style-type: none"> • Be comfortable to share experiences with the program participants • Ability and commitment to work with participants, carers, health workers, the community and community organisations. • Approachable and accepting attitude. • Ability to advocate on behalf of participants for service improvement and/or ability to engage with others involved in this work. • Ability to build effective partnerships with consumer networks and those managing service delivery in the organisation and the community. • Demonstrated ability to work independently and as part of a team. • Ability to organise and meet deadlines. • Ability to work with culturally and linguistically diverse communities • Ability to work with Aboriginal and Torres Strait Islander people • Ability to work with LGBTIQ+ communities • Commitment to best practice and lived experience/consumer participation. <p>Desirable:</p> <ul style="list-style-type: none"> • Prior experience working within the mental health sector and/or community-based organisations • Experience in the delivery and facilitation in groups • Experience in the operation of residential programs
<p>Skills</p>	<p>Communication</p> <ul style="list-style-type: none"> • Effective communication skills (verbal and written), including the ability to write case notes and/or 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. • 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 • The ability to quickly learn and use technology in communication and service delivery
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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: Nil

Travel Percentage: As required

On Call: Not applicable

