

Position Description

Position Title:	Wellbeing Navigator Peer – Migrant and Refugee
EBA / Award:	Social, Community, Home Care and Disability
Classification:	Schedule B Level 4
Reports to Operational:	Senior Wellbeing Navigator
Primary Site:	Greater Shepparton – Strathbogie - Moira
Last updated:	July 2025

The Mental Health and Wellbeing Local Service is an integrated wellbeing and support service delivered through partnership in Shepparton. Operating seven days a week with extended hours, we provide clinical support, care, and wellbeing services to people aged 26+ experiencing mental health challenges, including co-occurring substance use or addiction.

The service is community-led and co-designed by consumers, carers, and the local community. Partners include Wellways, APMHA Healthcare and GV Health.

Commitment to Reconciliation

The Mental Health and Wellbeing Local knows that Aboriginal and Torres Strait Islander people have not always been well-served by mental health and disability organisations. Their social and emotional wellbeing has been impacted by generations of trauma, injustice and deprivation. As partner organisations, we recognise our responsibility in addressing these issues of injustice, inequality and stigma as part of ensuring our services are both welcoming and helpful for people and their families. As part of our commitment to reconciliation, we are working to create culturally aware and safe services for First Nations Community Members.

Role Purpose

Drawing on your Lived/Living experience of mental health and/or addiction challenges and the recovery journey, as well as your professional skills, the Wellbeing Navigator Peer, reporting to the Team Leader Support and Connect, is dedicated to supporting and advocating for individuals affected by mental illness, psychological distress and substance use or addiction. This role holds a special focus on working with Multicultural Communities to support safe and culturally appropriate and understanding support from our service.

Working alongside other disciplines, you'll play a key role in our collaborative network fostering a safe and inclusive space for healing and growth.

Main responsibilities include.

- Deliver Intentional Peer Support to empower participants on their recovery journey by drawing on shared experiences and fostering mutuality and connection.
- Providing personalized one to one service navigation and care planning, tailored to individual strengths and goals.
- Assist participants with recovery and wellness planning to help gain a sense of control and empowerment over their lives by building on strengths and resources.
- Facilitating peer led groups
- Support capacity building initiatives that recognise and build on individual strengths and capabilities of participants and communities
- Supporting meaningful engagement with clinical supports ensuring individual need and preferences guide and inform a collaborative approach.
- Support participants to be involved in decision making about their own recovery journey.

Values and Behaviours

Ours values centre on creating an inclusive, safe, and high-quality service environment through eight core principles. Staff are expected to bring authenticity and integrity while maintaining trust and understanding clients' complex circumstances. Our approach emphasizes compassion, curiosity, and respectful collaboration that values diverse perspectives as learning opportunities. Quality and safety requirements include comprehensive risk management, policy compliance, and active participant involvement in improvements. The framework promotes equality and equity by breaking down power barriers, while honesty and courage enable robust feedback and difficult conversations that drive accountability. Excellence is achieved through evidence-based practices and continuous improvement, all supported by a commitment to reconciliation and culturally safe services for First Nations community members.

Key areas of accountability

Culturally appropriate and quality service delivery	<ul style="list-style-type: none"> • Understands, observes and implements culturally appropriate protocols for diverse migrant and refugee communities • Using the Peer Support Principles, undertake intake, planning and assessment, and ensure all documentation is provided to the relevant service team promptly • Ensuring Carers are supported with culturally safe practices • Work with people and 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 • Proactively help participants to identify, engage and remain engaged with the range of health and social care services
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	<p>identified, as well as access local social and community activities</p> <ul style="list-style-type: none"> • Collaborate with clinical partners to create Risk assessments, including assessment of suicide risk and violence risk, develop action and safety plans to mitigate any risks, providing follow up support and communicating all risks to Team Leader • Act as a guide and resource person for other workers who may be supporting diverse migrant and refugee people. • Maintain strict participant confidentiality while reinforcing the participant's rights and responsibilities • Build peer relationships using the Intentional Peer Support model • Facilitate and participate in joint planning/case conferencing to ensure a coordinated response between the participant's health, wellbeing, disability supports and other needs • Where participant, carer and family needs are best met through other agencies, advocate with those agencies to access assistance and ensure culturally safe care is supported • Ensure any referrals and service confirmation is provided to service delivery teams with accurate and complete information that allow for the timely commencement of service(s) • Adhere to protocols and agreements between Locals, consortium partners and relevant service providers, ensuring positive interactions with internal/external stakeholders • Maintain a good working knowledge of and adherence to standards and legislation relevant to the role (such as Child Safe Standards, Aged Care Act etc) and actively promote compliance to any such standards and legislation • Ensure documentation is maintained in the participant management system as required to meet statutory requirements including statistical data for reporting purposes • Evaluate the effectiveness of In-Person Peer support sessions through the use of Surveys and other means as appropriate • Undertake any additional tasks that reasonably fall within the scope of the position • Act as a guide and resource person for other workers who may be supporting diverse migrant and refugee people.
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Key Requirements

Qualifications or Experience	<ul style="list-style-type: none"> Identifies as an individual with a Lived Experience of a culturally diverse background and Mental Health Recovery Certificate IV/Diploma in Mental Health, AOD or Tertiary Qualification in Social Science, or 1+ year relevant work experience in the Mental Health Sector or Intentional Peer Support Training Demonstrated strong connection with multicultural communities and demonstrated strong understanding of the lived experiences of Migrant and Refugee Community in Regional Victoria
Knowledge and Skills	<ul style="list-style-type: none"> Personal experience of a mental illness, psychological distress, substance use and recovery Be comfortable to share personal experiences with program participants within a safe and supported way Demonstrated skill in establishing, empowering and supportive partnerships with individuals, families, and carers in a person centred model of care Able to plan, prioritise and work independently to ensure outcomes are achieved The ability to express personal views and tackle sensitive information in a constructive and diplomatic manner An understanding and demonstrated commitment to social inclusion and diversity
Information Technology	<ul style="list-style-type: none"> Basic skills/willingness to learn skills in Microsoft Office Suite and CRM systems
Compliance	<ul style="list-style-type: none"> National Police Check International Police (if required) Current Working with Children Check-employment Evidence of right to work in Australia Driver licence and wiliness to undertake travel as part of your role NDIS Workers Screening Check NDIS Workers Orientation Modules – free online course
Other Desirable Criteria	<ul style="list-style-type: none"> Prior experience working within the Mental Health or AOD sectors, or a community-based organisation Personal lived experience of mental health challenges or have cared for someone who has Aboriginal, Torres Strait Islander, people living with a disability and Culturally and Linguistically Diverse people and people who identify as LGBTIQA+ are encouraged to apply Current Driver licence, as you will be required to travel as part of your role