

## Position description

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| Title of the role: | Recovery Worker   |
| Classification:    | SCHADS Award Level 4 (Schedule B)                         |
| Program Area:      | Early Intervention Psychological Support Response (EIPSR) |
| Location:          | Great South Coast Hamilton – (Warrnambool, Portland)      |
| Reports to:        | EIPSR Team Leader   |
| Last Revised:      | August 2025   |

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## 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

## Program Summary

The recovery worker sits in the Early Intervention Psychosocial Support Response (EIPSR) team. EIPSR is a medium term, high intensity psychosocial recovery program, delivered in partnership with the Southwest Healthcare Mental Health Service with a focus on integrated care.

The EIPSR program is based in Warrnambool, Portland and Hamilton and provides specialist psychosocial recovery support to people in the Great South Coast area aged 16-64 with a major mental illness. EIPSR support is flexible, with a focus on coordinated care. Recovery plans are developed regularly for all participants according to the participant's needs, with a significant focus on achieving meaningful health, social and economic outcomes within people's communities.

Supports delivered by EIPSR recovery workers may include:

- Building capacity in daily living skills like self-care, shopping, looking after finances, cooking or catching public transport
- Supporting mental health and wellbeing by building coping skills, emotional regulation, and other strategies
- Referral to physical health, AOD, in-home support or other services and support attending appointments where necessary.
- Supporting participation in social, leisure or sporting activities
- Building relationships with family, friends, and the local communities
- Support in accessing education or help to find, get or keep a job.
- Help with finding and keeping housing including private or social/community housing.
- Support with applications to access the National Disability Insurance Scheme (NDIS) or Services Australia payments.

## Position summary

The recovery worker will hold a caseload supporting individual participants, with a small proportion of group-based activities.

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

Under the support and direction of the EIPSR Team Leader, this role forms part of the Great South Coast catchment-based team and works with key internal and external stakeholders in the ongoing development and effective implementation of services. This position provides substantial outreach supports to surrounding rural communities. Some travel outside this area per organisational requirements may be necessary.

The key deliverables of the role are:

- Engage participants, their families, and friends in the program where appropriate and develop professional and trusting working relationships.
- Conduct regular face to face support visits to connect with the person and to monitor and offer support around key areas.
- 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.
- Provide direct practical support to participants to attain the skills required to meet the goals

identified to ensure social inclusion, including group activities as appropriate.

- Regularly review the ways in which services are provided to ensure the program is service aligned with individual needs.

## Responsibilities

| Key Functions  | Key Performance Indicators   |
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| <p><b>Provision of recovery-oriented practice</b></p> <p>Working within the principles of recovery oriented mental health practice</p>                     | <p>In the context of the individual, family, community and the principles of recovery, the Recovery Worker will:</p> <ul style="list-style-type: none"> <li>• Engage participants and develop professional and trusting relationships that; Establish (or re-establish) a positive personal identity and sense of self; Build (or re-build) a meaningful life; and encourage responsibility and support to make decisions</li> <li>• Engage families, friends and supporters in the program where appropriate and develop professional and trusting working relationships</li> <li>• Conduct regular face to face support visits to connect with the person and to monitor and offer support around key areas</li> <li>• Assist participants to identify areas of need using key assessment and outcomes measurement tools</li> <li>• Encourage linkages into a range of activities to support achievement of goals, including all other Wellways services.</li> <li>• 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</li> <li>• Provide direct practical support to participants to attain the skills required to meet the goals identified to ensure social inclusion, including group activities as appropriate</li> <li>• Assist participants to regularly monitor and update their individual recovery plans</li> <li>• Provide services in a culturally competent and safe manner for participants and families from Culturally and Linguistically Diverse (CALD) and Aboriginal and Torres Strait Islander backgrounds</li> <li>• Provide safe spaces for LGBTIQ+ participants and their families/carers</li> </ul> |
| <p><b>Core attributes and main responsibilities</b></p> <p>Collaborate and integrate with community and clinical services in the participant care team</p> | <p>Working collaboratively with mental health clinical services and other stakeholders, establishing a Participant Care Team to:</p> <ul style="list-style-type: none"> <li>• Complete comprehensive assessment and care planning</li> <li>• Integrate treatment and psychosocial support recovery plans that: <ul style="list-style-type: none"> <li>• Are age and developmentally appropriate</li> <li>• consider vocational rehabilitation</li> <li>• support to understand and access the NDIS</li> <li>• Include healthy lifestyle coaching and group-based exercise programs</li> <li>• Include psychoeducation for families and carers</li> <li>• Include comprehensive exit planning</li> </ul> </li> </ul>  |

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| <b>Consumer and carer participation</b><br><br>Engage in ongoing consultation with participants, carers, and other relevant parties  | <ul style="list-style-type: none"> <li>• Engaging participants in the planning, delivery, development, monitoring, and evaluation of services</li> <li>• Regularly reviewing the ways in which services are provided to ensure the program is service aligned with individual needs.</li> <li>• Providing services in a culturally competent manner for participants and families from Culturally and Linguistically Diverse (CALD) backgrounds</li> </ul>  |
| <b>Administration</b><br><br>Ensuring all documentation is completed in a timely and accurate manner   | <ul style="list-style-type: none"> <li>• Completing operational and administrative requirements including case notes, assessments, recovery plans and data in a timely and accurate manner</li> <li>• Provide reports, records and case studies on a regular basis and as required</li> <li>• Maintaining safe work practices and a safe and healthy environment in accordance with occupational health and safety policies and legislation</li> <li>• Adhering to Wellways policies and procedures and all relevant legislation and accreditation standards</li> <li>• Participating in service review and development activities, including team meetings, audits, performance review plans and supervision.</li> </ul> |
| <b>Team Effectiveness</b><br><br>Working as an active member of the program team to ensure the achievement of program goals and the application of best practice frameworks. | <ul style="list-style-type: none"> <li>• Working as part of the team with an ethos of collaboration, co-operation, and mutual support</li> <li>• Support for, and on-going development of, an environment based on shared accountability and effective knowledge sharing.</li> <li>• Co-operating with all team members to ensure continuity of care and the provision of an exceptional service.</li> <li>• Actively participating in team meetings, service planning sessions, and staff development activities</li> </ul>  |
| <b>Stakeholder Engagement</b><br><br>Collaborating with the wider community and key stakeholders to support value adding participant outcomes                                | <ul style="list-style-type: none"> <li>• Working with the service system and the community to ensure an integrated response</li> <li>• Participating in program promotion and developing appropriate linkages with other community agencies, clinical services and other Wellways programs</li> <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, participants, carers, and families to raise awareness of mental health locally and regionally</li> <li>• Assisting in the support of volunteers and students</li> </ul>  |

## Essential Requirements, Knowledge, Experience and Skills

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| <b>Qualifications &amp; Essential Requirements</b> | <ul style="list-style-type: none"> <li>• Relevant qualifications or minimum Certificate IV in Mental Health and commensurate experience in working in a support role for people with mental illness.</li> <li>• Strong communication and negotiation skills and the ability to work with a diverse range of health professionals, participants, carers, and their families.</li> <li>• Current valid Driver's License and the ability to undertake travel for the role.</li> <li>• Appropriate IT skills</li> <li>• Current Working with Children Check</li> <li>• Evidence of right to Work within Australia</li> <li>• Proof of identity</li> <li>• Satisfactory National Police Records Check</li> <li>• NDIS Workers Screening Check</li> <li>• NDIS Worker Orientation Module Certificate</li> </ul>  |
| <b>Technical Knowledge and Experience</b>          | <p><b>Required:</b></p> <ul style="list-style-type: none"> <li>• Demonstrated experience and skills in working within programs for people with major mental illness or their carers, including the provision of high-quality recovery-oriented practice.</li> <li>• Experience in the provision of psychosocial rehabilitation services.</li> <li>• Demonstrated professional case management skills, including in crisis intervention and managing suicidal ideation and non-suicidal self-injury.</li> <li>• Sound professional knowledge and theory base. Demonstrated commitment to continuous improvement and evidence-based practice.</li> <li>• Well-developed interpersonal and communication skills.</li> <li>• An understanding of the biopsychosocial model of mental health and how social inclusion principles are applied to service delivery for people with serious mental health issues.</li> <li>• Demonstrated ability to facilitate the active involvement of participants and carers in the development, planning, delivery, and evaluation of services.</li> <li>• 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.</li> <li>• An ability to provide culturally competent services appropriate to the needs of people from diverse backgrounds, including people from CALD and ATSI backgrounds.</li> <li>• Demonstrated commitment to continuous improvement and evidence-based practice.</li> </ul> <p><b>Desirable:</b></p> <ul style="list-style-type: none"> <li>• Dual diagnosis competent</li> <li>• Knowledge of community services in the Great South Coast Area</li> <li>• Ability to access one's own lived experiences to connect with individuals and wider community.</li> <li>• First Aid Certificate, or willing to obtain</li> </ul> |

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| <b>Skills</b> | <p><b>Communication:</b></p> <ul style="list-style-type: none"> <li>• Effective communication skills with people from a variety of backgrounds, including people from CALD backgrounds.</li> <li>• Highly developed verbal and written skills, including the ability to write case notes and contribute to annual reports.</li> </ul> <p><b>Interpersonal:</b></p> <ul style="list-style-type: none"> <li>• Strong skills in developing and maintaining relationships with participants, staff, and other key stakeholders.</li> <li>• Demonstrated empathy and treats all people with dignity and respect.</li> <li>• Able to work in partnership with individuals with mental health issues, their families and friends, as well as other members of staff and external stakeholders such as clinicians and primary health care providers.</li> <li>• Able to facilitate active participation by people with mental health issues, their families, and friends in all aspects of service delivery.</li> <li>• Able to advocate effectively for participants, their families and friends, based on their choices.</li> <li>• Strong problem-solving skills and ability to think creatively.</li> <li>• Understanding and commitment to the objectives and values of the organisation and a capacity to represent Wellways views as required by the role.</li> </ul> <p><b>Organising and Planning:</b></p> <ul style="list-style-type: none"> <li>• Provide appropriate, tailored assessments and facilitate recovery plans for each participant.</li> <li>• Accurately upload data and reports to the appropriate database or other system, within specified timeframes</li> <li>• Accurately record time spent with participants for reporting purposes.</li> <li>• Prioritise processes, tasks and resources required to achieve goals and implement them to achieve the required outcomes.</li> </ul> <p><b>Self-Management:</b></p> <ul style="list-style-type: none"> <li>• Understanding of, and adherence to, professional ethics and boundaries</li> <li>• Demonstrate self-reflective practice, create a Professional Development Plan and actively participate in regular supervision.</li> <li>• Ability to work alone, off site and independently.</li> </ul> <p><b>Information Technology:</b></p> <ul style="list-style-type: none"> <li>• Competent in Microsoft Office</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: N/A

Travel Percentage: As required

OnCall: N/A

Special Requirements: N/A

## Attachment 1:

