

Position Description

Title of the role:	Lived Experience – Wellbeing Worker & Community Connection
Classification:	SCHADS Level 3
Schedule:	Schedule B
Program Area:	Psychosocial Support Services
Location:	Gippsland
Reports to:	Senior Well-being Worker- Psychosocial Support
Last Revised:	June 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

The Psychosocial Support Services has intentionally been developed through testing with participants, carers, and referrers to ensure timely, needs-based, capacity building services which not only support mental health recovery and exit from services, but the assessment and successful navigation through to NDIS and ongoing psychosocial supports under NDIS. Funded by Gippsland Primary Health Network, the Lived Experience Well-being Workers will support safe entry and psychosocial services through the established through the psychosocial support program.

The service will operate Monday to Friday, 9am-5pm with extended hours as needed to meet community needs.

Wellways' Psychosocial Support Service (PSS) will provide peer-based services designed to support individuals from LGBTQIA+ and First Nations Communities with severe mental ill health to access:

- Safe, quality mental health supports and to engage in mental health and psychosocial support services.
- Strengthen the capacity of participants to live independently, safely, and productively in their community.
- Strengthen the capacity of participants to form meaningful connections in a supportive environment; and reduce the need for acute care.
- Integration of intake and assessment which include the identification of participants' physical and mental health needs.
- One-to-one psychosocial supports.
- Tailored integrated care-plan jointly developed with participants/case managers/family/carers.
- Individual peer support through peer-workers and wellbeing workers
- Peer-developed and evidence-based group education and support programs (e.g. Healthy Eating and Nutrition) delivered by trained facilitators.
- Warm transition into other support services as needed.

Under the general support and direction of the Senior Well-being Worker, this role will be responsible for providing the day-to-day well-being support and support community connection to the PSS program in the Gippsland Region. In particular, the Lived Experience Wellbeing and Community Connection Workers will be responsible for the following key areas:

- Supporting participants in recovery and overcoming their psychosocial barriers impacting their mental health.
- Provide support and advice to members of the Psychosocial Support team to strengthen responses and connections for people in the First Nations or LGBTQIA+ communities.
- Supporting referrals to services for people in the First Nations of LGBTQIA+ community identified as 'hard to engage'.
- Screening for eligibility for NDIS programs.
- Undertaking a needs assessment for people eligible for a community mental health service.
- Ensuring a catchment wide response to demand management and prioritisation for allocation for eligible participants.
- Facilitating referrals and supports for people not eligible for a community mental health service.
- Facilitating better coordination of entry into clinical and community based mental health services.
- Strengthening partnerships and building better links between various clinical and community support organisations responsible for delivering mental health services.
- Facilitating group activities around capacity building.
- Improving referral pathways that facilitate access to the range of services and supports available to eligible clients.
- Improving housing stability.
- Provide connection and support to participants on a wait list.
- Promoting a community-based recovery model to underpin all clinical and community support services delivered to people experiencing severe and persistent mental illness with complex needs.

In addition, the Lived Experience Intake & Wellbeing Worker will be the first point of call for those on a wait list and provide active wait-list management strategies. This role will also be responsible for ensuring all relevant client details and data are collected and recorded.

Wellbeing Workers will develop and maintain positive relationships with key stakeholders (NDIS and GPHN) and others to ensure the service model and objectives are embedded into the service system, actively promoting the service to key stakeholders.

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

Responsibilities

Key Functions	Key Performance Indicators
Provision of recovery-oriented practice Working within the principles of recovery orientated mental health practice	<ul style="list-style-type: none"> • Provide psychosocial and well-being support to people referred to the program with a complex or severe mental health diagnosis. • Provide support, advice and build connections for the Psychosocial Support team and referred participants who are First Nations or LGBTQIA+. • Conduct risk assessments and support access to NDIS. • Ensure the efficient management of programs waitlists. • Liaise with Senior Well-being Worker to ensure appropriate recovery-oriented support is provided to participants referred to the program. • Provide information to people not eligible for services and refer them too external services when appropriate. • Maintain and participate in the development of resource information that supports participants. • Assist in service and organisational systems development for the program. • Improve referrals pathways that facilitate access to the range of psychosocial supports. • Assist participants to resolve tenancy related issues. • Provide strong links and professional partnerships between Wellways and other services to provide an efficient and coordinated approach to service delivery and referral.
Consumer and carer participation Engage in ongoing consultation with participants, carers, and members of natural support networks	Utilising Wellways Consumer and Carer Participation Framework: <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 sensitive manner for participants and families from Culturally and Linguistically Diverse (CALD) LGBTQIA+ and First Nations backgrounds. • Working closely with the organisation's consumer participation team.

Administration Ensure all documentation is completed in a timely and accurate manner	<ul style="list-style-type: none"> • Ensure accurate and timely recording, maintenance, and security of all client records generated. • Ensure adherence to Wellways policies and procedures and all relevant legislation and accreditation standards. • Participate in service review and development activities, including audits.
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.	<ul style="list-style-type: none"> • Working as part of the team based on an ethos of collaboration, co-operation and mutual support. • Support for and ongoing development of an environment based on shared accountability and effective knowledge sharing. • Cooperating with all team members 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 activities as directed to support program and service delivery.
Organisational Alignment Contributing to the effective operation and on-going development of the program offer to ensure that the program reflects Wellways values, best evidence-based practice and demonstrated innovation	<ul style="list-style-type: none"> • Ensure that the program provided reflect the core values of Wellways. • Participant 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.
Stakeholder Engagement Working with the wider community and key stakeholders to support value adding participant outcomes	<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. • Provide support and direction to placement students.

Essential Requirements, Knowledge, Experience and Skills

Qualifications & Essential Requirements	<ul style="list-style-type: none"> • Minimum Diploma and/or relevant experience in Mental Health or other related discipline. • Lived experience. • Demonstrated experience and well-developed skills in the delivery of face- to-face and phone screenings and referral services to individuals, families, and communities with diverse and complex social needs. • Ability to relate well to participants and staff. • High level of competency in key components of Microsoft Office applications combined with the ability to learn and adapt to new information technology systems. • Experience working in a recovery oriented mental health environment. • Satisfactory Police Records Check. • Satisfactory Working with Children Check. • Right to Work within Australia. • NDIS (National Disability Insurance Scheme) Worker Orientation Module Certificate. • NDIS Worker Screening Check
Technical Knowledge and Experience	<p>Required:</p> <ul style="list-style-type: none"> • Demonstrated skills, attitude, and commitment to work collaboratively and effectively with diverse teams. • Ability to be adaptable in fluid working environments with shifting organisational, policy and service contexts. • Demonstrated sensitivity to Culturally and Linguistically Diverse (CALD) individuals and communities. • Ability to liaise effectively with participants, community groups, staff, and external service providers. • Extensive knowledge of the healthcare, welfare, and community sectors systems. • Flexibility and capacity to adapt to a changing environment with a variety of co-workers. • High level communication and interpersonal skills. • Demonstrated ability to multi-task, work independently and to use initiative and problem-solving skills to organise and prioritise referrals and waitlists. • Strong networking skills and ability to liaise effectively with multiple stakeholders. <p>Desirable:</p> <ul style="list-style-type: none"> • Fluency in other languages. • An understanding of the tenancy elements.

Skills	<p>Communication:</p> <ul style="list-style-type: none"> • Effective communication skills with people from a variety of backgrounds, including people from CALD backgrounds. • Highly developed verbal and written skills. <p>Interpersonal:</p> <ul style="list-style-type: none"> • Strong skills in developing and maintaining relationships with participants, staff, and other key stakeholders. • Demonstrated empathy and treats all people with dignity and respect. • Able to work in partnership with individuals with a mental illness, their families, and friends, as well as other members of staff and external stakeholders such as clinicians and primary health care providers. • Able to advocate effectively for participants, their families, and friends, based on their choices.
	<p>Organising and Planning:</p> <ul style="list-style-type: none"> • Provide appropriate, tailored screenings and initial assessments of people wanting to access services. • Prioritise processes, tasks and resources required to achieve goals and then implement them to achieve the required outcomes. <p>Self-Management:</p> <ul style="list-style-type: none"> • Understanding of, and adherence to, professional ethics and boundaries. • Demonstrate self-reflective practice, able to identify areas for further professional or personal development, as well as actively participation in regular supervision. • Ability to work alone, off site and independently. <p>Information Technology:</p> <ul style="list-style-type: none"> • Competent in Microsoft Office Suite. • Competent Technology User.

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 N/A

People – Number of Directs: Nil

Travel Percentage: As required

On Call: N/A

