



Position Description

Title of the role:	Support Worker
Classification:	SCHADS B Level 2
Program Area:	Youth Community Living Supports (YLCSS)
Location:	Newcastle West
Reports to:	YCLSS Team Leader
Last Revised:	September 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 (consumer and carer)
- Are underpinned by evidence-based best practice

Position Summary

Youth Community Living Support Services (YCLSS) is a NSW government funded initiative that delivers time-limited specialist community based psychosocial support services designed for young people, aged 15 to 24 (inclusive), with serious mental illness, who have, or are at risk of developing, functional disability because of their mental health problems. The service is delivered in five targeted locations across NSW in close partnership with Local Health Districts, with a focus on coordinated and integrated care. YCLSS offers young people flexible hours and types of support to ensure that support meets a person's current needs and goals. All services are provided within the context of a recovery model and in a way that empowers individuals to live in the community with optimum self-determination and independence.

The main aims of the program are to:

- support the personal recovery of young people with mental illness through tailored community psychosocial support; and
- minimise the risk of young people developing chronic disability and requiring frequent hospital admissions, long inpatient stays and long-term care.

The objectives of the program are to:

Support young people to:

- remain connected to their family, friends and community
- engage in education and employment
- engage in other healthy and meaningful activities
- experience continuity of care as much as possible
- avoid unnecessary hospitalisation through better management of their mental illness
- experience shorter hospital stays and secure and sustain stable accommodation

Assist families to:

- understand and support their young person with a mental illness in the community; and
- seek support for their own health needs

Strengthen service integration between specialist clinical mental health services and other community partners.

As an integrated member of the YCLSS team, Support Workers walk alongside participants, providing intensive support to participants to address key development areas that support transition into adulthood: social skills, leadership, decision making, teamwork, healthy lifestyle, community service, responsibility, self-identity, self-esteem, and resilience. Essential to achieving these objectives is supporting the participant to identify and nurture natural supports that sustain recovery and assist in the development of self-management skills.

An essential part of every YCLSS team member's role is the timely and accurate recording of participant information and data. All Wellways services are informed by Wellways' Well Together Model, Practice Principles, Program Pathways and Recovery Frameworks.

In order to support participants accessing Wellways Programs, YCLSS Workers are required to travel across the region, including overnight stays where required.

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

Responsibilities

Key Functions	Key Performance Indicators
Recovery Practice Provide direct support to participants, family members and carers	<ul style="list-style-type: none"> • Working in the context of the individual, the family and the community: • Engage participants and develop professional and trusting relationships that; Establish (or re-establish) a positive personal identity /sense of self; Build (or re-build) a meaningful life; and encourage responsibility and support to exercise choice and control • Provide feedback to Recovery Workers on observed areas of need • Following each participant's Individual Recovery Plan, work alongside participants, their care team and family / carers to provide practical, recovery orientated supports through individual and group-based activities that support participants to attain the skills required to meet their goals • Following each participant's Individual Recovery Plan, work with participants to implement individual plans and strategies to cope with psychological and suicidal distress • Deliver specialist interventions within scope of practice and competency • Encourage and facilitate connection to and participation in a range of natural and community-based activities that support the achievement of recovery goals, including other Wellways services • Support family members and carers, guided by the principles of family sensitive practice, utilising tools such as integration in care planning and review and single session family consultation. • Support participants to use and engage with the Wellify mobile app and perform worker-facing tasks on the worker portal • 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 • Provide safe spaces for LGBTIQ+ participants and their families/carers
Administration Ensure all documentation is completed in a timely and accurate manner	<ul style="list-style-type: none"> • Complete operational and administrative requirements including file notes and record participant data on the same day in which the information is obtained • Maintain safe work practices and a safe and healthy environment in accordance with Wellways occupational health and safety policies and legislation • Ensure adherence to Wellways policies and procedures and all relevant legislation and accreditation standards

	<ul style="list-style-type: none"> • Participate in service review and development activities, including audits
Consumer and Carer participation Engage in ongoing consultation with participants, family members and other relevant parties	<ul style="list-style-type: none"> • Encourage and support participants to provide feedback about their experience of service, including compliments and compliments
Team Effectiveness Work as an active member of the team to ensure the achievement of program goals	<ul style="list-style-type: none"> • Contribute to team effectiveness by engaging with colleagues with an ethos of collaboration, co-operation and mutual support • Support on-going development of an environment based on shared accountability, effective knowledge sharing and providing feedback • Manage and plan own work, monitor own work outcomes • Actively participate in team meetings, service planning sessions, performance development and review, supervision and staff development activities • Actively build relationships and work collaboratively across Wellways
Organisational Alignment Contribute 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 demonstrates innovation	Actively work with the team to ensure: <ul style="list-style-type: none"> • The programs reflect the core values of Wellways • Supports are delivered within Wellways' Practice Frameworks, the Well Together Community Recovery Model and evidence-based practice • Programs are reviewed to ensure they reflect individual needs • Quality systems and standards are incorporated to support continuous improvement • 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"> • Participate in program promotion and support appropriate linkages with other community agencies, clinical services and other Wellways programs • Participate in the development and delivery of community education in relation to mental health • Represent Wellways in a variety of settings, including interacting other agencies, members, participants, carers and families to raise awareness of mental health issues at the local level and to 'market' the organisation regionally

Essential Requirements, Knowledge, Experience and Skills

Selection Criteria (Qualifications & Essential Requirements)	<ul style="list-style-type: none"> • A contemporary understanding of mental health issues and recovery orientated mental health practice • Capacity to continuously develop practice in response to supervision, reflection, training, practice experience and feedback • Completion of the Certificate 4 in Mental Health, Certificate 4 in Mental Health Peer Work or Certificate 4 in Community Services, or be enrolled in and actively working toward completing one of these qualifications • Capability to develop rapport and activity engage with young people, including people from diverse backgrounds and with diverse orientations • Ability to solve problems with reference to procedures and instruction • Competency in co-design and co-production techniques and methodology • Capability to work with culturally and linguistically diverse communities and individuals • Demonstrated ability to work independently and as part of a team • Computer literacy in Microsoft Office (Word, Excel, Outlook) and internet applications • Satisfactory Police Records Check • Satisfactory Working with Children Check • Right to Work within Australia • NDIS Workers Orientation Modules - 'Quality, Safety and You' • Current valid Driver Licence • The ability to undertake some travel
Desirable skills and knowledge	<ul style="list-style-type: none"> • Previous experience working within programs for people with mental health problems • Experience delivering / implementing Family Sensitive Practice • Experience working with Culturally and Linguistically Diverse people • Experience working with Aboriginal and/or Torres Strait Island people

Relevant skills and qualities	<p>Communication</p> <ul style="list-style-type: none"> • Effective communication skills, verbal and written including the ability to complete reports. • Highly developed verbal and written skills, including the ability to write clear, concise and inclusive file notes and reports <p>Interpersonal</p> <ul style="list-style-type: none"> • Strong skills in developing and maintaining relationships with staff and other key stakeholders. • Approachable and accepting manner and attitude. • Able to work in partnership with participants, their families and friends, as well as other members of staff and external stakeholders such as clinicians and primary health care providers. • 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, procedures and work practices to guide work and track progress. • Able to organise and manage time effectively so that outcomes can be achieved. • 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 understand and adhere to professional ethics and boundaries • Able to demonstrate self-reflective practice, identify areas for further professional or personal development, and actively participate in regular supervision • Able to work alone, off site and independently
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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.

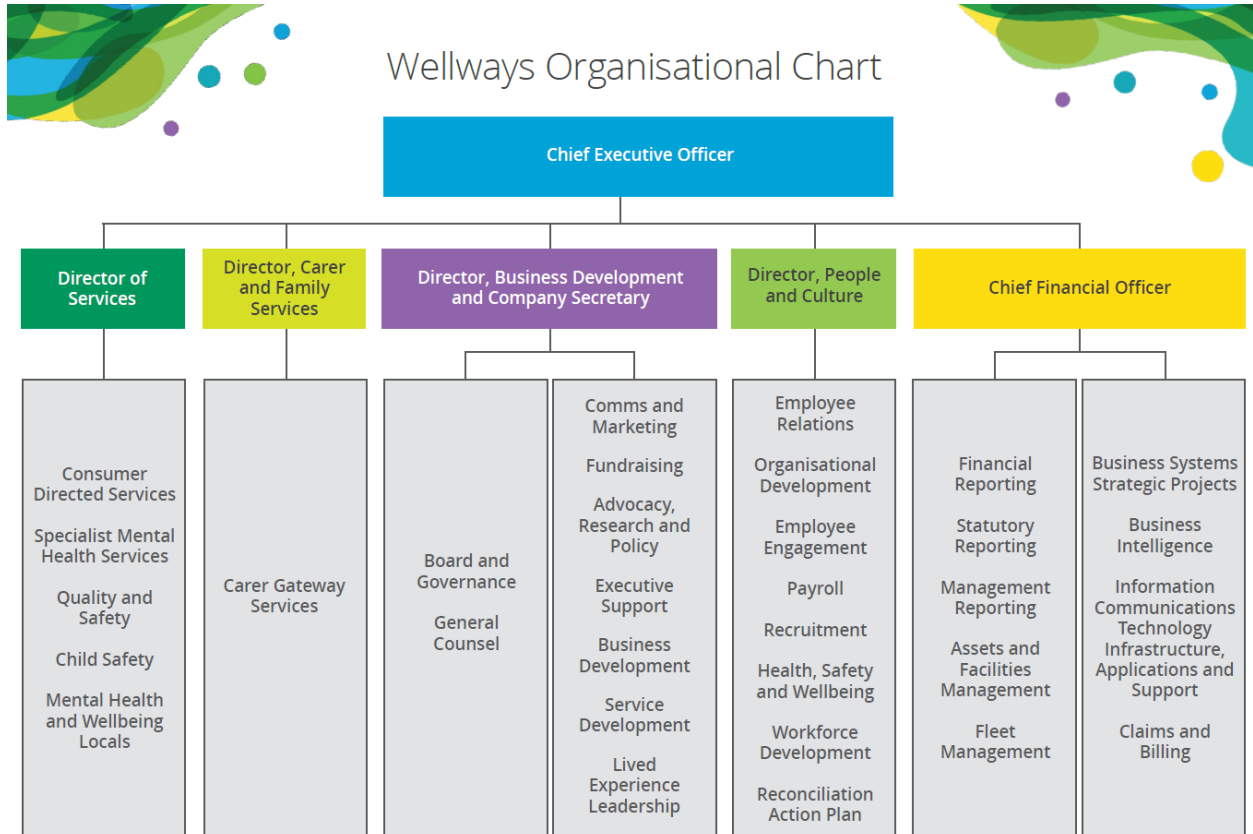
Financial Delegation: As per delegation schedule

People – Number of Directs: n/a

Travel Percentage: As required

On Call: n/a

Special Requirements: n/a



Wellways Organisational Chart

