

Position Description

Title of the role:	Rehabilitation and Recovery Worker
Classification:	SCHADS B Level 3
Program Area:	Housing and Accommodation Support Initiative (HASI) Community Living Supports (CLS)
Location:	NSW
Reports to:	Program Manager
Last Revised:	November 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

Program Summary

The Housing and Accommodation Support Initiative (HASI) and Enhanced Adult Community Living Supports (CLS) programs are NSW government funded initiatives that deliver specialist community based psychosocial support services for people aged 16 years and older, with serious mental illness.

Wellways delivers HASI and CLS in a variety of catchments across NSW. At present, we provide these services in:

- Northern NSW – HASI
- Western NSW – HASI
- Murrumbidgee – HASI and CLS
- Illawarra Shoalhaven – CLS
- Albury – HASI
- Southern NSW – HASI
- South Western Sydney – HASI

HASI and CLS services are delivered in close partnership with Local Health Districts, with a focus on coordinated and integrated care. HASI and CLS offers 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 self-determination and independence. Importantly, services are also provided within the context of a rehabilitation model where people are supported to regain, keep, or improve skills that enable independent living. As such, HASI and CLS programs provide people with hands on, practical support in addition to facilitating and working with other supports.

Support may include:

- daily living skills like self-care, shopping, looking after finances, cooking or catching public transport
- referral to mental and physical health services where needed and support with mental and physical health appointments, medication management and other treatments
- participating in social, leisure or sporting activities
- building relationships with family, friends and the local communities
- learning new skills
- accessing education or help to get a job
- help with finding and keeping housing including private or social/community housing
- moving back into the community from a hospital or a prison
- accessing other supports like alcohol and other drugs services and the National Disability Insurance Scheme (NDIS).

HASI and CLS programs are underpinned by a robust focus on the experience of people who use the services, a robust minimum dataset and data collection, and routine program evaluation that demonstrates program effectiveness, accessibility and value for money.

Position Summary

All Wellways services are informed by Wellways' Well Together Model, Practice Principles, Program Pathways and Recovery Frameworks.

Rehabilitation and Recovery Workers walk alongside participants, supporting participants to identify their hopes, aspirations and goals, and work together to develop recovery plans that help participants achieve their goals.

Rehabilitation and Recovery Workers provide direct, practical support to participants that help them regain, keep, and improve skills, including self-management skills, while also supporting participants to identify and nurture natural supports that sustain recovery. Essential to sustaining natural supports is that Rehabilitation and Recovery Workers work not just with individuals, but also with families and communities.

As an organisation dedicated to making a real difference in people's quality of life and equality of rights, Wellways believes our work must include effective methods to improve wellbeing and to transform our relationships, networks, communities and society to provide equal rights, opportunities and outcomes for people affected by mental illness. Rehabilitation and Recovery Workers make this a reality by:

- Ensuring people can fully participate in the community and claim their rights as citizens
- Working with families, carers, friends and kin to build the skills and resources they need as key supports, and to flourish in their own right
- Advocating for, and creating communities that actively welcome and value people with mental illness and uphold their rights as equal citizens

Rehabilitation and Recovery Workers work as part of an integrated team. An integrated team works together to ensure that support is provided continuously and seamlessly, including at night, on weekends, on holidays and during periods of leave. To achieve this, Rehabilitation and Recovery Workers may work with Rehabilitation and Recovery Support Workers, Peer Workers, Social and Emotional Wellbeing Workers, and other services to ensure that participants have access to the supports that they need, when they need them.

An essential part of every HASI and CLS team member's role is the timely and accurate recording of participant information and data. Rehabilitation and Recovery Workers are responsible for daily, weekly and monthly data entry and maintaining file notes, as well as various program documentation such as recovery assessments and plans, risk assessments, referral documentation and more.

In order to support participants accessing Wellways Programs, Rehabilitation and Recovery 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	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 • Work alongside participants to identify areas of need using Wellways assessment and outcome measurement tools • Work alongside participants, their care team and family / carers to develop Individual Recovery Plans that incorporate self-identified recovery goals • Work with participants, their families / carers in collaboration with treating clinicians, to develop individual specialised plans and strategies to cope with psychological and suicidal distress • Deliver specialist interventions within scope of practice and competency • Actively collaborate with Local Health District and/or community-based treating clinicians to ensure safe, collaborative and effective clinical care • Provide direct, practical support to participants through individual and group-based activities that support participants to attain the skills required to meet their goals • 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 documentation is completed in a timely and accurate manner, contribute to a safe workplace and continuous improvement	• Complete operational and administrative requirements including file notes, assessments, recovery plans and record participant data on the same day in which the information is obtained • Provide reports, records and case studies on a regular basis and as required • Maintain safe work practices and a safe and healthy environment in accordance with Wellways occupational health and safety policies, procedures and applicable and legislation • Ensure adherence to Wellways policies and procedures and all relevant legislation and accreditation standards • Participate in service review and development activities, including audits
Consumer and Carer participation	• Engage participants, family members and carers in the planning, delivery, development, monitoring and evaluation of services by supporting participants to participate in co-production activities,

Support the ongoing engagement of participants, family members and other relevant parties	including but not limited to interviews, service design and review activities and reference groups • Regularly review the ways in which services are provided to ensure the program is aligned with individual needs • Encourage and support participants to provide feedback about their experience of service, including compliments and compliments
Team Effectiveness Contribute to a high performing team that is supportive, collaborative and effective	• 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 • Support volunteers and students in their engagement or placement with 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: • 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	• Work with the service system and the community to ensure an integrated response • Participate in program promotion and develop 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)	• 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 people from all walks of life, including people from diverse backgrounds and with diverse orientations • Capability to work alongside clinical mental health services to achieve collaborative outcomes • Capability to perform participant-led assessment and planning activities • Capability to develop specialised plans and strategies, and deliver specialist interventions • Ability to solve problems with reference to procedures and instruction • 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 • Able to demonstrate a professional level of literacy and numeracy appropriate to the role • Satisfactory Police Records Check • Satisfactory Working with Children Check • Right to Work within Australia • Completion of NDIS Quality and Safeguards Module 'Quality, Safety and You' • Current valid Driver Licence • The ability to undertake some travel
Desirable skills and knowledge	• Tertiary level qualifications in Mental Health or Community Services • 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 • Experience working with people within the LGBTIQ+ community • Competency in co-design and co-production techniques and methodology

Relevant skills and qualities	Communication • 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 Interpersonal • 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. Organising and Planning • 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 Self Management • 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

Attachment 1

Wellways Organisational Structure

