

## Position description

Title of the role:	Mental Health and Wellbeing Hub: Wellbeing Support Worker
Classification:	SCHADS Level 4 (Schedule B)
Program Area:	Mental Health
Location:	Western Vic - Great South Coast
Reports to:	Psychosocial & Wellbeing Services 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

## Organisational Commitment to Reconciliation

Wellways mission is to work with people who experience mental illness and other disabilities, their families and their communities. We assist and advocate for people to gain greater physical, mental, social and emotional wellbeing and to be fully welcomed as part of their community. We know that Aboriginal and Torres Strait Islander people have not always been well-served by mental health and disability organisations, and that their social and emotional wellbeing has been impacted by generations of trauma, injustice and deprivation. Wellways recognises our responsibility as an organisation 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.

Wellways Reconciliation Action Planning journey began with an organisational quality improvement project that looked at creating welcoming environments for people from First Nations communities. This project carried forward a commitment from the Leadership Team to develop a RAP which provides Wellways with a framework for the future, detailing steps and priorities to develop programs and activities that will contribute to “Closing the Gap” especially within Social and Emotional Wellbeing (Mental health), between First Nations people and other Australians. As part of our commitment to reconciliation we are working to create culturally aware and safe services for First Nations Community Members

## Position Summary

The Victorian Government is funding a \$22 million package for community mental health services to meet immediate surge demands resulting from the pandemic and to fast-track critical recommendations from the Royal Commission into Victoria’s Mental Health System.

The **Mental Health and Wellbeing Hub (MHWH)** will support the increased demand for mental health and wellbeing services, and to relieve pressure on existing specialist and general practice services by utilising community health and non-government mental health and wellbeing support organisations.

The service aims to respond to mental health and wellbeing needs as a result of the stressors and concerns brought about by the pandemic. It will complement clinical interventions and treatment by actively supporting the recovery of people with emerging or existing mental ill health. It will also ensure people with new and ongoing mental health needs get the support they need.

The **MHWH** will:

- a) provide wellbeing supports tailored to a person’s individual needs. from early intervention, to specialist referrals
- b) support assessment of needs, service access, towards personal recovery, management of mental health symptoms and social and community connection, as well as linking across services and helping the person, their family, carer and supporters to address life stressors, such as threat of homelessness, financial difficulties and social isolation
- c) provide wellbeing coaching, wellbeing checks, emotional support and practical assistance to address pressing needs for people who feel distressed and overwhelmed

d) have capacity to deploy a face-to-face response in high-risk settings (e.g. public high rise estates) and geographical areas (e.g. areas with high concentrations of CALD communities or low vaccination rates) as well as to provide COVID-safe options for appointment ( i.e. telehealth appointments) as appropriate

The service will be available to all community members who have symptoms of psychological distress and mental ill health. It will also assist people with substance use or addiction, or who feel distressed due to the pandemic and other life stressors, such as threat of homelessness, financial difficulties and social isolation.

The service will help participants to build/consolidate their capacity to better manage their mental illness or mental health symptoms, develop practical life skills for independent living and self-care, engage in community life, access other health and social support services they need and make the journey towards recovery and lead the life they envisage for themselves.

Under the general direction of Psychosocial & Wellbeing Services Team Leader the Wellbeing Support Worker will be responsible for

- Engaging participants and developing professional and trusting relationships
- Developing collaborative care and support plans with participants incorporating individual goals, focusing on skill and knowledge development while working towards recovery and under the ethos of 'Client self-direction'
- Provide direct practical support to participants to attain the skills required to meet the goals identified to support social inclusion and reduce psychological distress.
- Ensure that all operational and administrative requirements are met including regular reporting requirements and records maintenance
- Case planning: convene case planning meetings with natural supports community and clinical supports, and other service partners.
- Case coordination. coordinate activities for the participant in service delivery (clinicians, employment services, education providers, accommodation providers)
- Support a participant's natural supports to have confidence in their role.
- Engage and connect participants with community and health supports to optimise mental health recovery

Aboriginal and Torres Strait Islander applicants are strongly encouraged to apply.

## Responsibilities:

Key Functions	Key Performance Indicators
<p><b>Provision of recovery oriented practice</b> Working within the principles of recovery orientated mental health practice</p>	<p>In the context of the individual, family, community and the principles of recovery, the MHW Wellbeing Support Worker will</p> <ul style="list-style-type: none"> <li>• Engage participants and their natural supports in the program where appropriate and develop professional and trusting working relationships.</li> <li>• Work with participants that have complex needs and provide support to address the concerns contributing to psychological distress,</li> <li>• Work with culturally safe and trauma aware principles in practice.</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>• Assistance for participants with activities of daily living.</li> <li>• Develop collaborative care plans n skill and knowledge development, community linkage and support.</li> <li>• Provide direct practical support to participants to attain the skills required to meet the goals identified to ensure social inclusion.</li> <li>• Encourage linkages into a range of activities to support achievement of goals, including all other Wellways services.</li> <li>• Work actively with participants to plan their exit from the program and assist in building longer term support networks.</li> <li>• Ensure that all operational and administrative requirements are met including regular reporting requirements and records maintenance. and</li> <li>• Meet MHW KPI's.</li> </ul>
<p><b>Maintaining a positive and strong partnership</b></p>	<ul style="list-style-type: none"> <li>• Provide strong links and professional partnerships between Wellways and other services in order to provide an efficient and coordinated approach to service delivery and referral.</li> <li>• Work collaboratively with other agencies to ensure participants have a smooth and comfortable transition to NDIS, or other programs.</li> <li>• Maintain and coordinate a positive working relationship with all involved stakeholders and agencies. and</li> <li>• Ensure adequate, timely and efficient information, communication and knowledge sharing.</li> </ul>
<p><b>Risk Management</b></p>	<ul style="list-style-type: none"> <li>• Maintain safe work practices in a healthy and sustainable environment in accordance with occupational health and safety policies, legislation and organisational environmental sustainability/friendly practices. and</li> <li>• Ensure adherence to Wellways's policies and procedures and all relevant legislation and accreditation standards.</li> </ul>

<p><b>Provision of goal-oriented services</b> Working with clear timeframes within a participant-led framework</p>	<p>MHWH Wellbeing Support Worker will support participants flexibly, based on their established needs and goals, informed by the collaborative care plan. This could include:</p> <ul style="list-style-type: none"> <li>• Testing eligibility to NDIS.</li> <li>• Transition planning to appropriate service/s.</li> <li>• Housing: needs are addressed, particularly homelessness.</li> <li>• Practical, day-to-day needs: daily living support is provided.</li> <li>• Employment and education: employment and education needs and goals are addressed.</li> <li>• Community participation: this may include taking part in community activities.</li> <li>• Emotional support: this may be provided by support workers, as well as family, friends and peers, to alleviate loneliness and isolation and promote social interaction.</li> <li>• Physical health: the individual is supported to maintain or improve good physical health and wellbeing, including managing drug, alcohol, and tobacco addictions.</li> <li>• Family or chosen family connections: the individual is supported to develop family/chosen family connections, as desired, and families are supported, as needed, in this process. and</li> <li>• Advocacy: self-advocacy skills—being able to speak or act on your own behalf—are encouraged and learned.</li> </ul>
<p><b>Consumer and carer participation</b> Engage in ongoing consultation with participants, carers and other relevant parties</p>	<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. and</li> <li>• Providing services in a culturally competent manner for participants and families from Culturally and Linguistically Diverse (CALD) backgrounds.</li> </ul>
<p><b>Administration, Program Development and Continuous Improvement</b> Ensure all documentation is completed in a timely and accurate manner</p>	<ul style="list-style-type: none"> <li>• Ensure that all operational and administrative requirements including case notes, assessments, recovery plans and data are met including regular reporting requirements and records maintenance.</li> <li>• Participate in service review and development activities, including audits.</li> <li>• Maintain and participate in the development of resource information that supports clients.</li> <li>• Provide assistance with basic research, collection of data and reporting as required.</li> <li>• Using and administering Carelink for the receipt, custody, control, preservation and retrieval of participant records and related material.</li> </ul>

<p><b>Team Effectiveness</b> Working as an active member of the program team to ensure the achievement of program goals and the application of best practice frameworks.</p>	<p>This will include:</p> <ul style="list-style-type: none"> <li>• Working as part of the team on the basis of 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>• Actively participating in team meetings, service planning sessions, supervision and staff development activities.</li> </ul>
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## Essential Requirements, Knowledge, Experience and Skills

<p><b>Qualifications &amp; Essential Requirements</b></p>	<ul style="list-style-type: none"> <li>• Relevant four-year degree with one years related experience/three year degree with two years of relevant experience/diploma with relevant experience or lesser formal qualifications with substantial years of relevant experience in the Community Services sector.</li> <li>• Experience in working within a mental health setting or equivalent community based support role with lived experience.</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 Vulnerable Persons’ Check.</li> <li>• Right to Work within Australia. and</li> <li>• Current Police Check.</li> </ul>
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<b>Technical Knowledge and Experience</b>	<p>Required:</p> <ul style="list-style-type: none"><li>• Demonstrated sound experience and skills in working within programs for people with a serious mental illness, complex needs or their natural supports and carers, including the provision of high quality recovery oriented practice.</li><li>• Experience in the provision of psychosocial rehabilitation services.</li><li>• Demonstrated competency and previous experience in the Risk Management area.</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 illness.</li><li>• Demonstrated ability to facilitate the active involvement of participants and natural supports 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 backgrounds. and</li><li>• Demonstrated commitment to continuous improvement and evidence-based practice.</li></ul> <p>Desirable:</p> <ul style="list-style-type: none"><li>• Dual diagnosis and dual disability competent.</li><li>• Culturally and Linguistically Diverse people are encouraged to apply.</li><li>• Knowledge of community services in the Melbourne metropolitan area. and</li><li>• First Aid Certificate, or willing to obtain.</li></ul>
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<p><b>Skills</b></p>	<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 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.</li> <li>• Able to facilitate active participation by people with mental illness, 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. and</li> <li>• Strong problem solving skills and ability to think creatively.</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 individual.</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. and</li> <li>• Prioritise processes, tasks and resources required to achieve goals, and then 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, able to identify areas for further professional or personal development, as well as actively participation in regular supervision. and</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 Suite.</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

On Call: n/a

Special Requirements: n/a

