



Position description

Title of the role:	Vocational Navigator
Classification:	SCHADS B Level 4
Program Area:	Carer Gateway- Vocational Pathway Program
Location:	QLD
Reports to:	Vocational Navigation Coordinator
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 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



Position Summary

The Wellways-led Carer Gateway program delivers essential support to individuals caring for family, friends, and kin in Queensland, South West Sydney, and the Nepean Blue Mountains. Driven by lived experience, Wellways recognises the impact of caring on personal lives and empowers family carers to achieve their goals, maintain relationships, and balance responsibilities.

The Carer Gateway Vocational Pathway program aims to improve opportunities for carers to enter or re-enter the workforce, participate in employment, volunteering and higher education. Designed to support carers in achieving their vocational goals, benefits for carers also include greater financial security, reduced social isolation, and higher levels of self-esteem.

The Vocational Navigator reports to the Vocational Navigation Coordinator. This role is responsible for providing comprehensive, ongoing support to carers throughout their career transition. This role focuses on building strong, consistent connections, conducting thorough needs assessments, developing personalised vocational plans, and delivering post-placement support. Additionally, the Vocational Navigator will identify and facilitate referrals to broader Carer Gateway services to address holistic support needs, ensuring a seamless and integrated experience.

Once a vocational plan is in place, navigators will provide career coaching to individuals guiding them through career exploration, skill building, and practical steps towards securing future work.

Informed by the Wellways Strategic Plan, the National Carer Strategy, and Carer Gateway Operational Guidelines, this role is responsible for:

- Work with carers to identify their vocational goals and create detailed plans to support those goals
- Facilitate one on one and group coaching sessions designed to increase careers job-readiness
- Ensure carers are linked with a range of community-based services that may assist in their transition to the workforce
- Support carers with a high level of customer service ensuring they are listened to with patience and non-judgement
- Ensuring the service approach incorporates the following service principles: person centred, strength based and culturally appropriate
- Creating an environment which carers will find welcoming, real and inclusive
- At times, may be required to engage with local community organisations, service providers, community events and expo's to promote the Vocational Pathway Program and broader Carer Gateway services, raising the awareness of available supports for carers.

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

Responsibilities

Key Functions	Key Performance Indicators
Vocational Navigation	• Increase in referral volume to the Vocational Pathway Program and Carer Gateway services from community-based sources. • Work with carers to develop detailed and comprehensive personalised vocational plans • Provide carers with information on internal and external programs/services ensuring referral pathways for carers and their families • Ensure referrals and service confirmation is provided to service delivery teams with accurate and complete information that allow for the timely commencement of service(s) • Conduct Risk assessments, including assessment of suicide risk and violence risk, develop action and safety plans to mitigate any risks, providing follow up support if required, and communicating all risk with Coordinator • Contribute to ensuring that service delivery targets are met within the service delivery area
Coaching	Deliver facilitated coaching programs that: • Support carers to increase their individual agency, empowering them to find practical, small steps towards self-identified vocational goals • Are flexible in delivery method, to accommodate the needs of carers, this may include appointments outside of normal working hours • Build strong connections and partnerships with other services that may support or have contact with carers with shared experiences • Are facilitated in accordance with training and the Carer Coaching Service Design and Guidelines • Encourage and support carers to seek follow up supports with others, and engage positively with key external and internal stakeholders

Quality	• Complete all administrative tasks associated with facilitating the program in a timely manner. • Assist with data collection tasks as negotiated • Ensure data integrity to the highest standard and any data health errors corrected • Ensure the service approach incorporates the following service principles: Carer Focused, Practical and Flexible, Inclusive • Ensure adherence to Wellways and Carer Gateway Service Provider Operating Manual/s and all other relevant policies and procedures • Ensure appropriate Carer Gateway documentation is maintained in Wellways client management system as required to meet statutory requirements including statistical data for reporting purposes. • Maintain strict confidentiality while reinforcing the carer's rights and responsibilities. • Adhere to protocols and agreements between Wellways, consortium partners and relevant service providers.
Professional Development	• Actively participate in initial training, ongoing mentoring and setting up and maintaining reflective practice structures. • Actively participate in monthly supervision with program Coordinator. • Actively participate in the Wellways Professional Development process. • Actively participate in monthly staff meetings. • Complete all training requested by the program Coordinator.

Essential Requirements, Knowledge, Experience and Skills

Qualifications & Essential Requirements	• Tertiary Qualification in a relevant field of study and/or equivalent experience. • Current valid Driver License • Highly developed writing skills • Highly developed IT skills • Satisfactory National Police Records Check • Queensland Yellow and Blue card • Right to Work within Australia • NDIS Worker Orientation Module Certificate • Available to participate in out of hours activities as required to undertake the requirements of the role Desirable: • Previous experience working in vocational programs • Previous experience working in carer programs • Lived and Living Experience as a Family Carer
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Technical Knowledge and experience	Required: • Understanding of vocational outcomes • Understanding of coaching theories and practices • Understanding of carer inclusive workplaces, including knowledge of current and relevant legislation • Understanding of the caring role and evidence based, best practice carer supports that enable carers to sustain their caring role and enhance their own wellbeing and identity • Understanding of the carer peer workforce, models of carer peer support and supervision • Experience in coordinating responsive individualised support to individuals, families, young people, and children with caring roles • Ability to multitask and remain calm under pressure, especially during peak hours or intense situations • Decisiveness and attention to detail • Proficiency with necessary technology, including computers, software applications, phone systems, etc. • An understanding and demonstrated commitment to social inclusion and diversity
Skills	Communication • Partnership, participation, and negotiation - An ability to liaise, consult and negotiate effectively including an ability to encourage participation and develop effective partnerships with stakeholders. Proven ability and experience in representing organisations. • Exceptional interpersonal, customer service, problem-solving, verbal, and written communication, and conflict resolution skills Organising and Planning • Able to recognise barriers and find effective ways to deal with them • Able to identify processes, tasks and resources required to achieve a goal. • Able to take an organised, methodical approach to work tasks. Information Technology • Proficient with the range of digital platforms including but not limited to: ○ Microsoft Office Suite ○ Client management systems ○ Able to use a variety of online meeting platforms

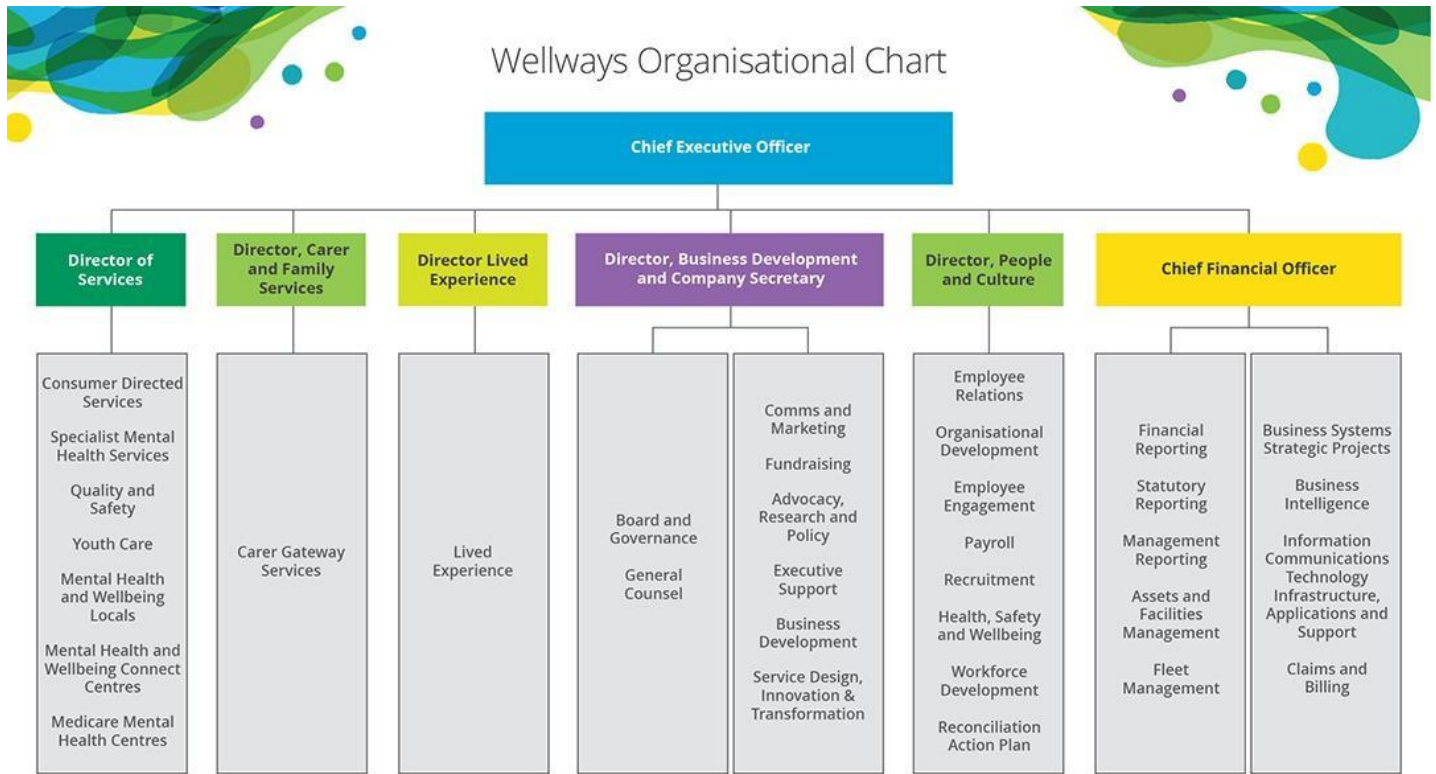


Additional Information

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:	0
Travel Percentage:	Company vehicle will be provided for outreach services that may be required from time to time
On Call:	N/A

Attachment 1



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Position in Context

