

Position Description

Benalla, Wangaratta and Shire of Mansfield Mental Health and Wellbeing Local

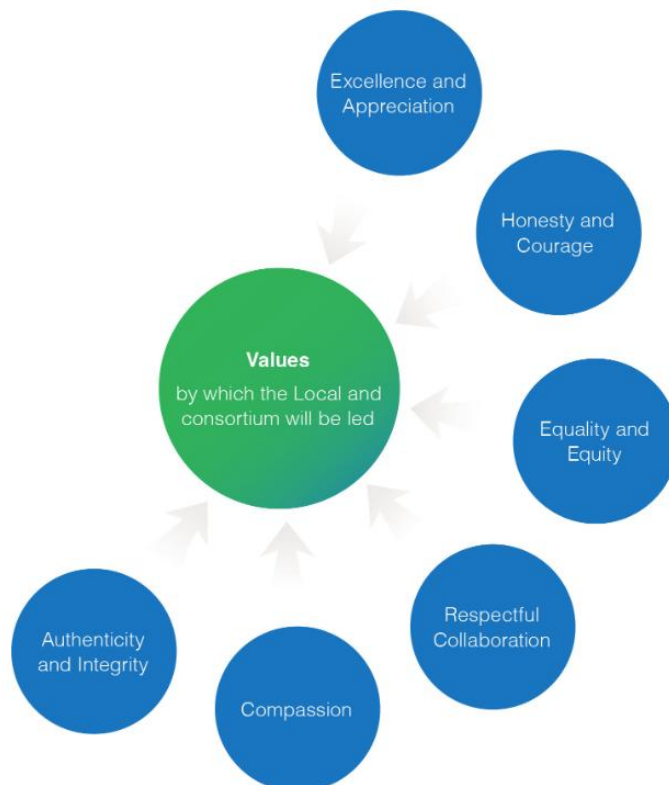
Position Title:	Wellbeing Navigator Peer
EBA / Award:	Social, Community, Home Care and Disability Services Industry Award
Classification:	Level 4 (Schedule B)
Reports to:	Senior Wellbeing Worker Peer
Primary Site:	Benalla & Wangaratta
Last updated:	November 2025

Benalla, Wangaratta and Shire of Mansfield Mental Health and Wellbeing Local

The Mental Health & Wellbeing Locals are a big and important step towards ensuring all Victorians – no matter their experience – get valuable and supportive mental health care in their community. Wellways, Albury Wodonga Health (AWH) and Australian Community Support Organisation (ACSO) are working together to provide mental health and wellbeing supports in Benalla & Wangaratta to ensure everyone can access treatment and care closer to home.

The new Benalla and Wangaratta Mental Health & Wellbeing Local will provide welcoming and inclusive support for people aged 26 years and over who are experiencing mental health challenges, including people with co-occurring alcohol and drug addiction treatment and care needs.

More than ever before, we are working with the local community and people who have a personal experience of mental health issues and recovery to build these services so they are the best they can be. Our services will be led by lived experience and coproduced with the local community so they are the best they can be.



Authenticity and Integrity

We will bring our whole selves to the table and work from a position of trust and belief in the other recognising community and wellbeing belongs to all of us. We are committed to leading a culture that is helpful and understands people exist in and have complex intersectional circumstances that can lead to psychological distress.

Compassion

We will commit to a compassionate approach and understanding, leading with curiosity.

Respectful Collaboration

We are respectful and recognise the power in our different experiences and organisations world views and recognise that we all have something to learn from each other.

Equality and Equity

We will strive for equality and equity, in our approach to partnership and to the community we serve. We aim to break down the barriers caused by power and privilege recognising we come together toward a common goal.

Honesty and Courage

We will have robust feedback mechanisms in our model of care and governance structure to actively engage with community and participants to ensure we are meeting their needs and that we are accountable to these. We will lean into difficult conversations realising this is when there is the greatest opportunity to learn

Excellence and Appreciation

Our work will be evidence based and we commit to continuous quality improvement processes to ensure the people using our service have excellent outcomes

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Commitment to Reconciliation.

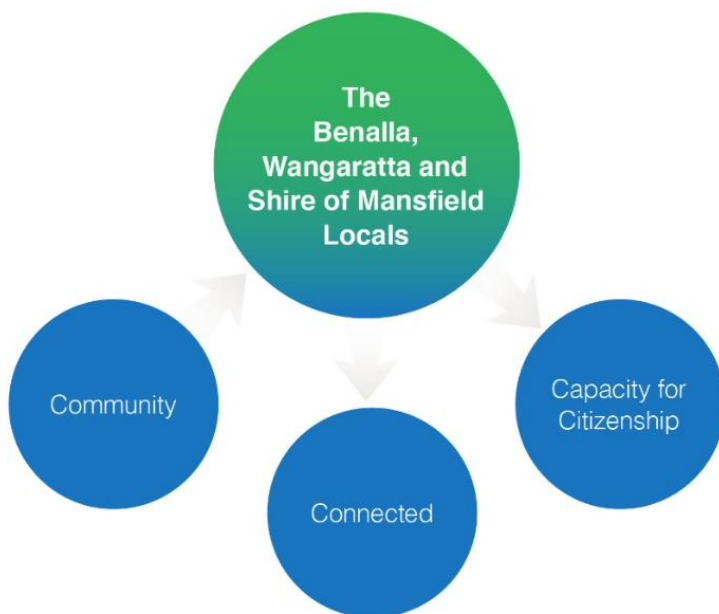
The partners of Ovens Murray know that Aboriginal and Torres Strait Islander people have not always been well-served by mental health and disability organisations, and that their social and emotional wellbeing has been impacted by generations of trauma, injustice and deprivation. As partner organisations we recognise our responsibility 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. As part of our commitment to reconciliation we are working to create culturally aware and safe services for First Nations Community Members.

Benalla, Wangaratta and the Shire of Mansfield Mental Health and Wellbeing Service.

The Benalla, Wangaratta and Shire of Mansfield Mental Health and Wellbeing Service is the new community mental health service as a result of mental health reform in Victoria.

The Locals will operate 7 days a week, with extended operating hours to support a flexible and responsive service. This new service will ensure adults and older adults experiencing a mental illness or psychological distress, including those with co-occurring substance use or addiction, can access treatment, care and support in their community, and closer to their support networks.

The below are the 3 key Pillars of Service Delivery.



The Benalla, Wangaratta and Shire of Mansfield Locals Adult and Older Adult Mental Health and Wellbeing services are community led and integrated through partnership that shares power; creating a responsive, flexible and helpful service experience.

- **Community:** The locals will be community led, coproduction will be the means in which we ensure a diverse range of perspectives are included in design, delivery and governance of the local ensuring it reflects, responds and is accountable to the local community it supports.
- **Connected:** An integrated service system connected through governance (partnership, operational and clinical) systems and workforce ensures people can access the right support at the right time
- **Creating Capacity for Citizenship:** Our model of care and governance structure, has been designed to create capacity; in community, our workforce, individuals and their natural supports to recognise and respond to psychological distress and to address the barriers that impact people from participating in community and leading meaningful lives.

We believe it is these key elements that will led to the transformational change set by the reform agenda

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Program / Team

Support and Connect Team – Service Navigation

The Benalla, Wangaratta, Mansfield Local Adult and Older Mental Health and Wellbeing services are community led and integrated through partnership that shares power; creating a responsive, flexible and helpful service experience.

Role Purpose

Utilising your real-life experience, coupled with skills learned through education and training the Wellbeing Navigator Peer, employed by Wellways, will support and represent people impacted by mental illness, psychological distress and substance use or addiction.

This role will work with other disciplines to instil hope through positive self-disclosure and positive role modelling, offering practical ways of overcoming day-to-day barriers and by challenging each other to try new things.

Main responsibilities of the role include:

- Providing intentional peer support
- Providing one on one service navigation and care planning
- Group peer delivery, *Discovery, Thinking About Work*
- Capacity building
- Support engagement with treatment supports

How you will make a difference

A key recommendation from the Victorian Royal Commission into Mental Health is that services are designed and delivered by people with lived experience, as research shows that this leads to improved consumer outcomes and experiences. You will play a vital role in ensuring that consumers, carers and their families receive valuable and supportive mental health care. Wellbeing Navigator Peers will guide people through an intentional journey of evidence-based treatment, care and support, supporting people to achieve wellbeing and optimal participation in the community.

Now is your chance to shape the future of mental health and wellbeing in Victoria to ensure that everyone is supported and included.

Key areas of accountability

Area	Deliverable
Service provision	<ul style="list-style-type: none">• Utilising the Peer Support Framework, undertake intake, planning and assessment.• Assist the consumer, their family, carers and supporters to engage/remain engaged in and navigate the Local service and facilitate re-entry if required.• Build peer relationships using the Intentional Peer Support model

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	<ul style="list-style-type: none"> • Convene Wellbeing Network Meetings at key stages to bring everyone together to co-formulate and plan using relational-mapping and principles of open-dialogue. • Support consumers without NDIS support, to complete an NDIS application and access NDIS-qualifying assessments supported by specialist clinicians. • Provide consumers who do not meet service criteria with alternative options and facilitate referrals to ensure a “no wrong door approach” is met • Work with consumers and carers to develop an agreed action plan that reflects their aspirations, responds to their current support needs and contributes to their overall health and wellbeing • Ensure plans focus on providing service solutions that maintain and strengthen a consumers and carers health and wellbeing and their ability to sustain in their caring role. • Proactively help the consumer to identify, engage and remain engaged with the range of health and social care services they need, as well as access local social and community activities. • 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) • Collaborate with clinical partners to create 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 Team Leader • Facilitate and participate in joint planning/case conferencing to ensure a coordinated response between the consumer’s health, wellbeing, disability supports and other needs. • Undertake service provision in a manner that adheres to the Local principal values and ethos • Undertake any additional tasks as requested that reasonably fall within the scope of the position and classification.
<p>Facilitation/Presentation of Programs</p>	<ul style="list-style-type: none"> • Facilitate group Peer delivery, Discovery, Thinking About Work • If necessary, encourage and support consumer to seek follow up support with other appropriate services • Engage positively with key external and internal stakeholders • Evaluate the effectiveness of In-Person Peer support sessions through the use of the Consumer Surveys
<p>Quality Drive and support the overall effectiveness of Local Services ensuring that services reflect</p>	<ul style="list-style-type: none"> • Ensure the service approach incorporates the following service principles: consumer, carer and family Focussed, Practical and Flexible, Inclusive

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<p>Locals values, best evidence-based practice, demonstrate innovation, are evaluated and are accountable to funding bodies</p>	<ul style="list-style-type: none"> • Ensure all assessments and documentation is provided to relevant service delivery teams in a timely manner • Ensure appropriate documentation is maintained in the Locals client management system as required to meet statutory requirements including statistical data for reporting purposes. • Maintain strict client confidentiality while reinforcing the client's rights and responsibilities • Adhere to protocols and agreements between Locals, consortium partners and relevant service providers • Ensure familiarity with the expected standards of performance in the role and actively contribute to own personal development. • Maintain a good working knowledge of and adherence to standards and legislation relevant to the role (such as Child Safe Standards, Aged Care Act etc) and actively promote compliance to any such standards and legislation. • Complete all mandatory training by the due date.
<p>Stakeholder engagement and advocacy Ensuring active intervention in health promotion and Advocacy</p>	<ul style="list-style-type: none"> • Establish and maintain relationships with local service providers and community organisations • Where consumer, carer and family needs are best met through other agencies, advocate with those agencies to access assistance • Represent the Local in a variety of settings, including national and international forums within the scope of the role • Support lived experience leadership and advocacy

Key Requirements

	Description
<p>Qualifications, Technical Knowledge and Experience</p>	<p>Required:</p> <ul style="list-style-type: none"> • Personal experience of a mental illness or psychological distress and recovery • Certificate IV/Diploma in Mental Health, AOD or tertiary qualification in social science or 1+ year relevant work experience in mental health sector or intentional Peer Support Training • Be comfortable to share personal experiences with program consumers within a safe and supported way • Demonstrated skill in establishing empowering and supportive partnerships with individuals, families and carers • A commitment to Person centred practice and maximising the opportunities and support for people with a mental illness or psychological distress within their local communities • Able to plan, prioritise and work independently to ensure outcomes are achieved.

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	<ul style="list-style-type: none"> The ability to express personal views and tackle sensitive information in a constructive and diplomatic manner. An understanding and demonstrated commitment to social inclusion and diversity. <p>Desirable:</p> <ul style="list-style-type: none"> Strong focus on excellent customer service Prior experience working within the Mental Health sector, health or community based organisation Data entry and record keeping experience
Information Technology	<ul style="list-style-type: none"> Willingness to learn and adapt to technology platforms relevant to the role Basic skills in Microsoft Office Suite and CRM systems
Compliance	<ul style="list-style-type: none"> National Police Check & International Police (as required) Current Working with Children Check-employment Evidence of right to work in Australia 100 points of identification NDIS Worker Screening Check NDIS Worker Orientation Module completion certificate
Other	<ul style="list-style-type: none"> Hours of work for this role will be rostered between the hours of Monday to Friday 9.00am-6.00pm. Changes to rosters will be made in consultation. <p>Desirable</p> <ul style="list-style-type: none"> Personal lived experience of mental health challenges or have cared for someone who has Aboriginal, Torres Strait Islander, people living with a disability and Culturally and Linguistically Diverse people are encouraged to apply

Required Values & Behaviours

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Authenticity and Integrity	<ul style="list-style-type: none"> We will bring out whole selves to the table and work from a position of trust and belief in the other, recognising community and wellbeing belongs to all of us. We are committed to leading a culture that is helpful and understands people exist and have complex intersectional circumstances that can lead to psychological distress.
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Honesty and Courage	<ul style="list-style-type: none"> We will have robust feedback mechanisms in our model of care and governance structure to actively engage with community and participants to ensure we are meeting their needs and we are accountable to these. We lean into difficult conversations realising this is when there is the greatest opportunity to learn.

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Excellence and Appreciation	<ul style="list-style-type: none">• Our work will be evidence based and we commit to continuous quality improvement processes to ensure the people using our service have excellent outcomes.
Commitment to reconciliation	<ul style="list-style-type: none">• Demonstrates commitment to reconciliation.• Work towards creating culturally aware and safe services for First Nations Community Members.