



## Position description

Title of the role:	Assertive Housing and Recovery Worker, Doorway
Classification:	SCHADS Schedule B Level 4
Program Area:	Rehabilitation Services
Location:	Metropolitan Melbourne
Reports to:	Senior Practitioner, Doorway and Pathways to Home
Last Revised:	November 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 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.



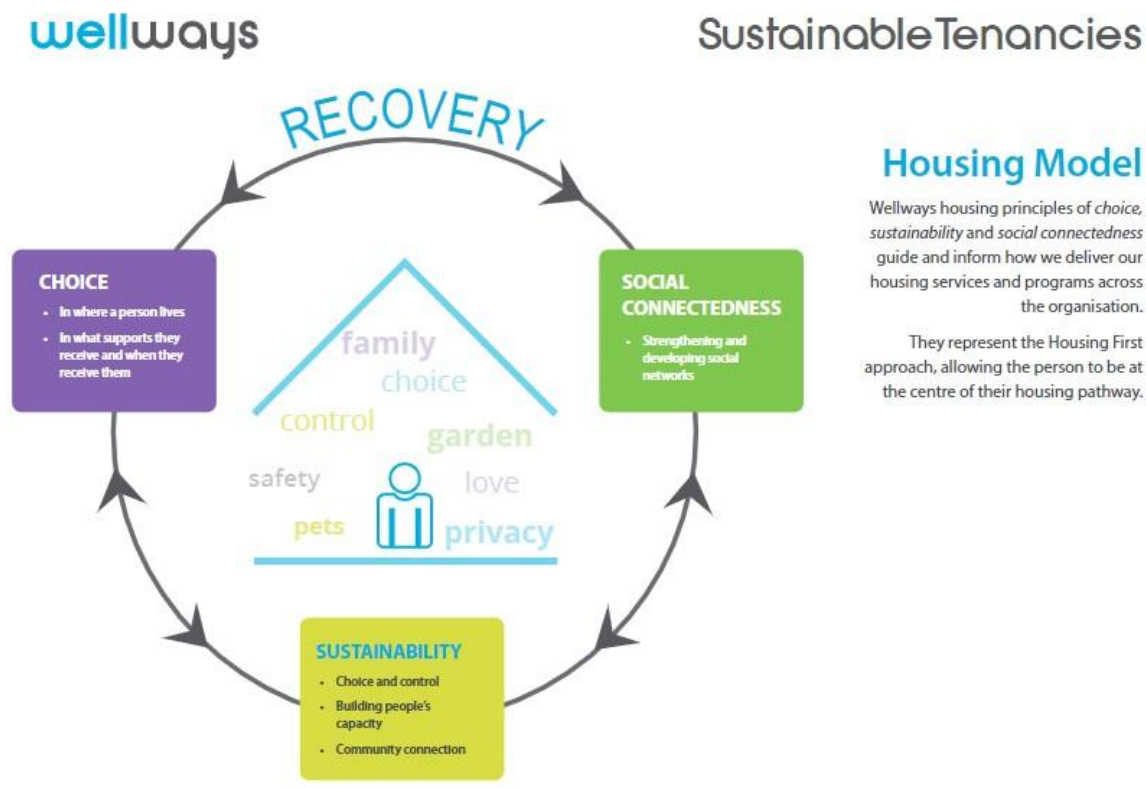
## Advocacy Services

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

## Wellways Housing Model:



## About Doorway:

Doorway is a housing first private rental housing and support program funded by Victorian State Government. Doorway supports people experiencing mental ill health and homelessness to secure a home in their community and improve their wellbeing.

## Position Summary:

The Assertive Housing and Recovery Worker (AHRW) role will deliver the Doorway program across the Melbourne Metropolitan area.

The AHRW role works in partnership with clinical and community services to support participants to maintain their tenancy, improve their health and quality of life. Connections with Real Estate Agents and partnerships with clinical mental health services are central to the Doorway Program.

The AHRW role aims to:

- Provide assertive support for individuals who are homeless to secure, create and maintain a home in private rental
- Develop participants self-management skills in tenancy and recovery with the goal of achieving sustainable outcomes.
- Reduce interactions with acute hospital and mental health services
- Increase opportunities for people to connect and participate in the community in ways they deem meaningful
- To support participants connection and reconnection with meaningful relationships

- Increase overall quality of life, physical health and wellbeing of participants

The AHRW role forms part of a broader formalised support team with the participant at the centre. The team comprises formal and natural support roles, and all supports are directed by the participant. Formalised supports include the AHRW, case manager, and any other formal service the person views important to their recovery. Natural supports such as family members and friends, with the participants consent, are encouraged to be involved in the participants care team.

The AHRW worker role, with the support of the care team, is responsible for:

- Supporting participants to identify and inspect private rental properties in their budget
- Assist participants to complete rental property applications
- advocate for the participants rental application to real estate agents, landlord and relevant parties
- Establishing a smooth transition for the participant into the tenancy
- Building the participants self-management skills in maintaining their tenancy and mental health recovery.
- Support the participant to access the services they need to live a good life in the community

## Responsibilities:

Key Functions	Key Performance Indicators
<b>Provision of assertive outreach</b>	<ul style="list-style-type: none"> <li>• Have a respectfully assertive approach to engage the participant in Doorway supports, unlike the typical model of service delivery, be flexible in your approach to meet the participant in their location if it is safe to do so, to support engagement and rapport building</li> <li>• Provide flexible and persistent support to participants throughout their service engagement. Provide regular face to face appointments and phone contact with participants each week to progress towards their housing and recovery-based goals.</li> <li>• Identify and collaborate with participants current supports and facilitate additional supports (referrals) where appropriate.</li> <li>• Assist participants to identify key support needs through the completion of outcomes measurement tools.</li> <li>• Develop tailored recovery plans with each participant and their team which are reviewed on a regular basis, with the participant present.</li> <li>• Work alongside participants to build participants tenancy literacy and confidence to independently resolve tenancy related issues.</li> <li>• Work alongside participants to further develop their physical and mental self-management skills to reduce reliance on formalised services.</li> <li>• Work with participants to develop support systems in the community to reduce reliance on formalised services.</li> <li>• Regularly discuss participants graduation from Doorway to assist their transition from the program to less intensive community based services (if required).</li> </ul>

<b>Care Coordination</b>	<p>This will include:</p> <ul style="list-style-type: none"> <li>• Collaborate and communicate with the care team regularly to ensure consistent supports are provided to the participant for the duration of the program</li> <li>• Ensuring access for participants to relevant services and advocate as appropriate</li> <li>• Maintaining knowledge and links to stakeholders and services that could support the participant cohort</li> <li>• Assisting participants to identify or create natural supports in the community</li> <li>• Attend clinical meetings at relevant area mental health service for service continuity or building new referrals</li> <li>• Outpost at relevant area mental health service full time to assist streamlined communication pathways with clinical team</li> </ul>
<b>Consumer and carer participation</b>	<p>This will be achieved through:</p> <ul style="list-style-type: none"> <li>• Ensuring participants are provided pathways to give feedback about the service they receive</li> <li>• Regularly reviewing operational services to ensure these are tailored to participants needs</li> <li>• Providing culturally safe services for participants and families from Culturally and Linguistically Diverse (CALD) and First Nations backgrounds.</li> <li>• Providing safe services for people who identify with the LGBTIQ+ community</li> </ul>
<b>Administration</b>	<ul style="list-style-type: none"> <li>• Ensure all administrative requirements including case notes, assessments, recovery plans, and incident reports are completed within the required timeframe in the nominated organisational data base.</li> <li>• Ensure adherence to Wellways participant records policies and procedures and all relevant legislation and accreditation standards.</li> <li>• Regularly checking emails and ensure outlook calendar is up to date to reflect appointments</li> <li>• Participate in service review and development activities, including audits.</li> </ul>

<b>Team Effectiveness</b>	<p>This will include:</p> <ul style="list-style-type: none"> <li>• Working as a sole practitioner, with flexibility to collaborate with a dispersed team</li> <li>• Collaborating and communicating regularly with the team providing mutual support</li> <li>• Support for, and on-going development of, an environment based on shared accountability and effective knowledge sharing</li> <li>• Collaborating with team members to ensure continuity of care and the provision of an exceptional services</li> <li>• Actively participating in team meetings, service planning sessions, PDR supervision and staff development activities- reflective practice</li> <li>• Working collaboratively with other Wellways programs and staff</li> </ul>
<b>Organisational Alignment</b>	<p>This will be achieved through on-going contribution and awareness ensuring that:</p> <ul style="list-style-type: none"> <li>• The programs provided reflect the core values of Wellways</li> <li>• Consumer needs are reviewed to ensure an effective service aligned with need</li> <li>• Quality systems and standards are subject to on-going development to support enhanced program delivery</li> <li>• Effective relationships are established and maintained with other organisations</li> </ul>
<b>Stakeholder Engagement</b>	<ul style="list-style-type: none"> <li>• Attend clinical meetings at relevant area mental health service for service continuity or building new referrals</li> <li>• Outpost at relevant area mental health service full time to assist streamlined communication pathways with clinical team</li> <li>• Developing and maintaining relationships with Real Estate Agents</li> <li>• Developing and maintaining relationships with relevant stakeholders- centrelink, DFFH.</li> <li>• Participating in program promotion and developing appropriate linkages with other community agencies, clinical services and other Wellways programs</li> <li>• Represent Wellways in delivering community education aligned to mental health and homelessness</li> <li>• Assisting in the support of volunteers and students and other activities as directed by management</li> </ul>

## Essential Requirements, Knowledge, Experience and Skills

<b>Qualifications &amp; Essential Requirements</b>	<ul style="list-style-type: none"> <li>• Tertiary qualifications in a social science or related discipline, or experience working in a recovery oriented mental health environment</li> <li>• Minimum of three years' experience working in mental health or related services.</li> <li>• A current valid Driver's Licence and ability to conduct outreach via a company fleet vehicle</li> <li>• Right to work in Australia</li> <li>• Satisfactory National Police Records Check</li> <li>• Working with Children's Check</li> <li>• NDIS Worker Orientation Module Certificate</li> <li>• NDIS Worker Screening Check</li> </ul>
<b>Technical Knowledge and Experience</b>	<p><b>Required:</b></p> <ul style="list-style-type: none"> <li>• Demonstrated experience and skills working with people experiencing disadvantage, including the provision of high-quality recovery-oriented practice.</li> <li>• Demonstrated ability to facilitate the active involvement of participants and carers in the development, planning, delivery and evaluation of services.</li> <li>• An ability to establish, maintain, and negotiate effective partnerships with various stakeholders.</li> <li>• An ability to provide culturally safe services to all people.</li> <li>• An ability to provide safe services to people who identify with the LGBTIQ+ community.</li> <li>• Demonstrated commitment to continuous improvement and evidence-based practice.</li> </ul> <p><b>Desirable:</b></p> <ul style="list-style-type: none"> <li>• An understanding of Housing First and CHIME Principles</li> <li>• An understanding of the RTA</li> <li>• A lived experience of mental illness or homelessness</li> <li>• Presentation and communication experience/skills.</li> </ul>

<b>Skills</b>	<p><b>Communication:</b></p> <ul style="list-style-type: none"> <li>• Effective verbal and nonverbal communication skills with all people</li> <li>• Strong written skills, including the ability to produce accurate and detailed documentation, and seek support where required.</li> </ul> <p><b>Interpersonal:</b></p> <ul style="list-style-type: none"> <li>• Strong skills in developing and maintaining relationships with participants, colleagues and external key stakeholders.</li> <li>• Demonstrates empathy and treats all people with dignity and respect.</li> <li>• Able to work in partnership and sensitively negotiate differing needs with stakeholders</li> </ul> <p><b>Organising and Planning:</b></p> <ul style="list-style-type: none"> <li>• Facilitate weekly face to face meetings with participants and feedback mechanism to care team</li> <li>• Actively facilitate a case coordination function for all members of the care team to encourage collaboration and continuity of care</li> <li>• Keep outlook calendar up to date and pre-plan meetings with participants in advance</li> <li>• Accurately upload case notes, data and reports to the appropriate databases within specified timeframes.</li> <li>• Prioritise processes, tasks and resources required to achieve service delivery goals</li> </ul> <p><b>Self-Management:</b></p> <ul style="list-style-type: none"> <li>• Working as a sole practitioner, with flexibility to collaborate with a dispersed team across Victoria</li> <li>• Understanding and adherence to Wellways operational service delivery policies to ensure a safe service for all parties</li> <li>• Demonstrate self-reflective practice; identify areas for further professional or personal development</li> <li>• Active participation in fortnightly supervision with your manager</li> <li>• Ability to work alone, off site and independently</li> <li>• Demonstrate skills to update/ check in with relevant management support as required.</li> </ul> <p><b>Information Technology:</b></p> <ul style="list-style-type: none"> <li>• Competent in Microsoft Office Suite and other related data bases required to fulfill the responsibilities of the role.</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:	Requirements to attend property inspections outside of working hours, as required.

