

Position description

Title of the role:	Project Role - Family & Carer Research & Support
Classification:	SCHADS Schedule B, level 4
Program Area:	Tasmania
Location:	South - Hobart
Reports to:	Program 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 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

Position Summary

Wellways delivers a range of mental health programs and supports across Tasmania. Under the guidance of the Program Coordinator – South Tasmania, the Family & Carer Research and Support is designed to strengthen support for families and carers of people experiencing mental health challenges.

This role sits within the Wellways to Recovery program, working closely alongside the existing Program Workers to ensure families and carers are engaged, supported, and empowered throughout their loved one's recovery journey. While the primary focus is on supporting family members and carers – through research to update practice and support options - the role remains embedded in the broader program environment and contributes to collaborative, recovery-oriented practice across the team.

The Wellways to Recovery program is a community-based support program informed by the evidence-based Community Recovery Model. It supports individuals aged 16 and above who are living with diagnosed mental health challenges. The program works alongside participants and their families to identify personal recovery goals, and helps develop the knowledge, skills, and strategies needed to improve their health and wellbeing. The program also provides information, education, advice, and support to family members, friends, and community members involved in the participant's recovery.

Using this model, the Family & Carer Research and Support role focuses specifically on the needs, experiences, and wellbeing of families, carers, and significant others. The role works to empower families and carers to:

- Build hope, trust, and confidence in their caring role
- Strengthen understanding of mental health, recovery principles, and effective communication strategies
- Improve resilience, wellbeing, and self-care
- Enhance social connection and develop sustainable support networks
- Navigate services, supports, and referral pathways
- Build practical strategies for managing the complexities of caring
- Maintain healthy family relationships and recovery-focused collaboration
- Access education, training, and opportunities that improve quality of life

The Family & Carer Research and Support Worker will provide one-to-one support to an allocated caseload of family members and carers, and contribute to group work, community education, stakeholder engagement, and quality improvement activities as required. The role plays an important part in delivering a recovery-oriented, trauma-informed, and compassionate service that upholds the rights, dignity, and diversity of all families and carers connected to the mental health system.

Refer to **Attachment 1** for a reference to the overall Wellways organisation structure.

Responsibilities

Key Functions	Key Performance Indicators
Program Delivery Providing direct support to families and carers within Wellways' practice frameworks, organisational policies and procedures, all applicable legislative standards, any relevant accreditation standards, and agreed SLAs.	Working in the context of the family, carer, individual, and community, the Family & Carer Support Worker will be expected to manage a caseload and will: <ul style="list-style-type: none"> • Engage families and carers, developing professional and trusting relationships • Work with families and carers to identify their needs using key assessment and outcomes-measurement tools • Support families and carers to understand the participant's recovery goals and develop strategies to strengthen wellbeing, communication, and resilience • Provide direct practical support to families and carers to build the skills and knowledge needed to navigate the mental health system • Encourage linkages into a range of support options that promote recovery, including other Wellways programs and community services • Support carers to plan for sustainable long-term support networks and reduce isolation • Assist in delivering grant funded programs to support families and carers long term in Tasmania • Ensure all operational and administrative requirements are met, including record keeping, data entry, and reporting obligations • Maintain safe work practices and a safe and healthy environment in accordance with occupational health and safety policies and legislation
Team Effectiveness Working as an active member of the program team to ensure the achievement of program goals and the application of best practice frameworks.	Working as an active member of the Wellways to Recovery team to ensure the achievement of program goals and the application of best practice frameworks. This includes: <ul style="list-style-type: none"> • Working as part of the team with an ethos of collaboration, cooperation, and mutual support • Contributing to a team culture based on shared accountability and effective knowledge sharing • Cooperating with Program Workers to ensure continuity of care between participant-focused and family/carer-focused supports • Actively participating in team meetings, service planning, supervision, and staff development activities
Organisational Alignment Contributing to the effective operation and on-going development of the program to ensure it reflects Wellways values, evidence-based practice and demonstrates innovation.	This will be achieved through on-going contribution and awareness ensuring that: <ul style="list-style-type: none"> • The programs reflect the core values of Wellways • Programs are delivered within Wellways' Practice Frameworks, the Community Recovery Model and best 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 as an active member of the Wellways to Recovery team to ensure the achievement of program goals and the application of best practice frameworks.	This includes: <ul style="list-style-type: none"> • Working as part of the team with an ethos of collaboration, cooperation, and mutual support • Contributing to a team culture based on shared accountability and effective knowledge sharing • Cooperating with Program Workers to ensure continuity of care between participant-focused and family/carer-focused supports • Actively participating in team meetings, service planning, supervision, and staff development activities
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Essential Requirements, Knowledge, Experience and Skills

Qualifications & Essential Requirements	<ul style="list-style-type: none"> • Tertiary Qualifications in a social science or related discipline • Prior experience working within the Mental Health industry or community-based organisation • Current valid Driver's License and the ability to undertake some travel • Appropriate IT skills • Satisfactory Police Records Check • Satisfactory Working with Vulnerable People Check • Right to Work within Australia • NDIS Worker Orientation Module completion certificate
Technical Knowledge & Experience	<p>Required:</p> <ul style="list-style-type: none"> • Demonstrated case practice in a health, community, family-support, or related field • Experience working with families, carers, or people living with mental health challenges • Understanding of the biopsychosocial model of mental health and how social inclusion principles apply to service delivery • Demonstrated ability to work in a way that maximises participation of families, carers, and natural supports • Ability to establish effective partnerships, including liaison, mediation, negotiation, and consultation • Strong written and verbal communication skills, including computer literacy in Microsoft Office • Ability to work with culturally and linguistically diverse individuals, families, and communities • Commitment to best practice and recovery-oriented, trauma-informed service delivery <p>Desirable:</p> <ul style="list-style-type: none"> • Fluency in additional languages • Experience within carer-specific programs or family-focused practice

Skills & Qualities	<p>Communication</p> <ul style="list-style-type: none"> • Effective communication skills, verbal and written including the ability to complete reports <p>Interpersonal</p> <ul style="list-style-type: none"> • Strong skills in developing and maintaining relationships with staff and other key stakeholders • 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 <p>Organising and Planning</p> <ul style="list-style-type: none"> • Able to identify more and less critical activities and operate accordingly, reviewing and adjusting as required • Able to develop and implement systems and procedures to guide work and track progress • Able to recognise barriers and find effective ways to deal with them • Able to identify processes, tasks and resources required to achieve a goal <p>Self-management</p> <ul style="list-style-type: none"> • Able to plan and prioritise work to ensure outcomes are achieved • Takes the time to think things through. • Able to anticipate one's own reactions to situations and prepare accordingly <p>Computer</p> <ul style="list-style-type: none"> • Familiar in Microsoft Office Suite <p>Self-Management</p> <ul style="list-style-type: none"> • Motivated, innovative, and able to work independently • Understanding of a changing work environment requiring timely and appropriate response to participant needs
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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: 0

Travel Percentage: As required

On Call: n/a

Attachment 1

