



Position Description

Title of the role:	Wellbeing Worker
Program Area:	Psychosocial Support Services
Classification:	SCHADS Level 3
Schedule:	Schedule B
Location:	Gippsland
Reports to:	Senior Wellbeing Worker, Gippsland
Last Revised	October 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

Our Psychosocial Support Services has intentionally been developed through testing with participants, carers and referrers to ensure timely, needs-based, capacity building services which not only support mental health recovery and exit from services, but the assessment and successful navigation through to NDIS and ongoing psychosocial supports under NDIS.

Funded by Gippsland Primary Health Network, our PSS program will deliver psychosocial services through the established mental health stepped-care model.

The service will operate Monday to Friday, 9am-5pm with some flexibility in extended hours Monday to Friday to support participants needs.

Wellways' PSS will provide:

- Integration of intake and assessment which include the identification of participants' physical and mental health needs
- One-to-one psychosocial supports
- Tailored integrated care-plan jointly developed with participants/case managers/family/carers
- Individual peer support through peer-workers and wellbeing workers
- Peer-developed and evidence-based group education and support programs (e.g. Healthy Eating and Nutrition) delivered by trained facilitators
- Care-plan progress review at program mid-point or three months; re-assessments completed to compare with initial measures

Under the general direction of the Senior Wellbeing Worker, this role will be responsible for providing the day-to-day intake and assessment service functions for Gippsland Region of Wellways. The Wellbeing Worker will be responsible for the following key areas:

- Supporting referrals to services for those identified as 'hard to reach'
- Screening for eligibility for NDIS programs
- Undertaking an initial needs assessment for people eligible for a community mental health service
- Ensuring a catchment wide response to demand management and prioritisation for allocation for eligible clients
- Facilitating referrals and supports for people not eligible for a community mental health service
- Facilitating better coordination of entry into clinical and community based mental health services
- Strengthening partnerships and building better links between various clinical and community support organisations responsible for delivering mental health services
- Facilitating group activities around capacity building
- Improving referral pathways that facilitate access to the range of services and supports available to eligible clients
- Improving housing stability • Managing clients on a wait list.
- Promoting a community-based recovery model to underpin all clinical and community support services delivered to people experiencing severe and persistent mental illness with complex needs.



In addition, the Wellbeing Worker will be the first point of call for those on a wait list and provide active wait-list management strategies. This role will also be responsible for ensuring all relevant client details and data are collected and recorded.

Wellbeing Workers will develop and maintain positive relationships with key stakeholders (NDIS and GPHN) and others to ensure the service model and objectives are embedded into the service system, actively promoting the service to key stakeholders.

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

Responsibilities

Key Functions	Key Performance Indicators
<p>Provision of recovery-oriented practice</p> <p>Working within the principles of recovery orientated mental health practice</p>	<ul style="list-style-type: none"> • Support identification and referral to services for 'hard to reach' individuals • Conduct initial screening of clients wanting to access support services using the relevant intake forms and documents. • Conduct risk assessments and support access to NDIS • Ensure the efficient management of programs waitlists • Liaise with Senior Wellbeing Workers to ensure appropriate referrals and allocations. • Provide information to people not eligible for services and refer them to external services when appropriate. • Maintain and participate in the development of resource information that supports clients • Assist in service and organizational systems development for the program. • Improve referrals pathways that facilitate access to the range of psychosocial supports • Assist participants to resolve tenancy related issues • 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
<p>Consumer and carer participation</p> <p>Engage in ongoing consultation with participants, carers and members of natural support networks</p>	<p>Utilising Wellways Consumer and Carer Participation Framework:</p> <ul style="list-style-type: none"> • Engaging participants in the planning, delivery, development, monitoring and evaluation of services. • Regularly reviewing the ways in which services are provided to ensure the program is service aligned within individual needs. • Providing services in a culturally sensitive manner for participants and families from Culturally and Linguistically Diverse (CALD) LGBTIQ+ and First Nations backgrounds • Working closely with the organisation's consumer participation team.
<p>Administration</p> <p>Ensure all documentation is completed in a timely and accurate manner</p>	<ul style="list-style-type: none"> • Ensure accurate and timely recording, maintenance and security of all client records generated. • Ensure adherence to Wellways policies and procedures and all relevant legislation and accreditation standards. • Participate in service review and development activities, including audits.

<p>Team Effectiveness</p> <p>Working as an active member of the program team to ensure the achievement of program goals and the application of best practice frameworks.</p>	<ul style="list-style-type: none"> • Working as part of the team on the basis of an ethos of collaboration, co-operation and mutual support • Support for, and ongoing development of, an environment based on shared accountability and effective knowledge sharing.
	<ul style="list-style-type: none"> • Cooperating with all team members in order to ensure continuity of care and the provision of an exceptional service offer • Actively participating in team meetings, service planning sessions, PDR supervision and staff development activities • Other activities as directed to support program and service delivery
<p>Organisational Alignment</p> <p>Contributing to the effective operation and on-going development of the program offer to ensure that the program reflects Wellways values, best evidence-based practice and demonstrates innovation</p>	<ul style="list-style-type: none"> • Ensure that the program provided reflect the core values of Wellways • Participant needs are reviewed to ensure an effective service aligned with need • Quality systems and standards are subject to on-going development to support enhanced program delivery • Effective relationships are established and maintained with other organisations
<p>Stakeholder Engagement</p> <p>Working with the wider community and key stakeholders to support value adding participant outcomes</p>	<ul style="list-style-type: none"> • Participating in program promotion and developing appropriate linkages with other community agencies, clinical services and other Wellways programs • Participating in the development and delivery of community education in relation to mental health • Representing Wellways in a variety of settings, including other agencies, members, participants, carers and families to raise awareness of mental illness issues at the local level and to 'market' the organisation regionally • Provide support and direction to placement students

Essential Requirements, Knowledge, Experience and Skills

Qualifications & Essential Requirements	<ul style="list-style-type: none"> • Minimum Diploma and/or relevant experience in Mental Health or other related discipline • Demonstrated experience and well-developed skills in the delivery of face-to-face and phone screenings and referral services to individuals, families and communities with diverse and complex social needs • Ability to relate well to clients and staff • High level of competency in key components of Microsoft Office applications combined with the ability to learn and adapt to new information technology systems. • Experience working in a recovery oriented mental health environment. • Satisfactory Police Records Check • Satisfactory Working with Children Check • Right to Work within Australia • NDIS (National Disability Insurance Scheme) Worker Orientation Module Certificate
Technical Knowledge and Experience	<p>Required:</p> <ul style="list-style-type: none"> • Demonstrated skills, attitude and commitment to work collaboratively and effectively with diverse teams • Ability to be adaptable in fluid working environments with shifting organisational, policy and service contexts • Demonstrated sensitivity to Culturally and Linguistically Diverse (CALD) individuals and communities. • Ability to liaise effectively with clients, community groups, staff and external service providers. • Extensive knowledge of the healthcare, welfare and community sectors systems. • Flexibility and capacity to adapt to a changing environment with a variety of co-workers • High level communication and interpersonal skills • Demonstrated ability to multi-task, work independently and to use initiative and problem-solving skills to organise and prioritise referrals and waitlists • Strong networking skills and ability to liaise effectively with multiple stakeholders <p>Desirable:</p> <ul style="list-style-type: none"> • Fluency in other languages • An understanding of the tenancy elements of housing, including the public housing system in Victoria

Skills	<p>Communication:</p> <ul style="list-style-type: none"> • Effective communication skills with people from a variety of backgrounds, including people from CALD backgrounds. • Highly developed verbal and written skills. <p>Interpersonal:</p> <ul style="list-style-type: none"> • Strong skills in developing and maintaining relationships with participants, staff and other key stakeholders. • Demonstrated empathy and treats all people with dignity and respect. • 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. • Able to advocate effectively for participants, their families and friends, based on their choices. <p>Organising and Planning:</p> <ul style="list-style-type: none"> • Provide appropriate, tailored screenings and initial assessments of people wanting to access services • Prioritise processes, tasks and resources required to achieve goals and then implement them to achieve the required outcomes. <p>Self-Management:</p> <ul style="list-style-type: none"> • Understanding of, and adherence to, professional ethics and boundaries. • Demonstrate self-reflective practice, able to identify areas for further professional or personal development, as well as actively participation in regular supervision. • Ability to work alone, off site and independently. <p>Information Technology:</p> <ul style="list-style-type: none"> • Competent in Microsoft Office Suite • Competent Technology User
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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: Your role may require you to be available after hours and be on call. In this context, if there is a requirement to be on call, an on-call allowance will be payable to recognise this additional responsibility

Special Requirements: n/a



