

## Position Description

<b>Role</b>	Service and Transition Navigator
<b>EBA / Award</b>	Social, Community, Home Care and Disability Services Industry Award
<b>Classification</b>	Schedule B Level 4
<b>Direct Operational Report</b>	Toowoomba Integrated Mental Health Hub Operations Manager
<b>Primary Site</b>	Toowoomba, Queensland
<b>Last updated</b>	October 2025

## Be part of a major boost to Mental Health and Wellbeing in Queensland!

The Toowoomba Integrated Mental Health Hub is an innovative new way of providing integrated stepped care in Queensland's mental health and wellbeing system. Wellways, alongside five consortia partners, Each, Lumsden Psychology, Queensland Program of Assistance to Survivors of Torture and Trauma (QPASTT) and Goondir, will offer an easy way for people to access seamless care and support for mental health concerns. Services are free, voluntary and easy to access. The Hub will operate on the principles of 'no wrong door', community inclusion and consumer choice and control.

### The Role

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

### Role Purpose

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

## Making a Difference

This role will shape and influence the way mental health and wellbeing services are delivered in Queensland, particularly Toowoomba.

Now is your chance to join a new service and shape the future of mental health and wellbeing in Queensland to ensure that everyone is supported and included.

## Commitment to Reconciliation

We acknowledge that Aboriginal and Torres Strait Islander peoples have not always been well served by mental health and disability services. Their social and emotional wellbeing has been impacted by generations of trauma, injustice and systemic disadvantage. As partners, we recognise our responsibility in addressing these issues of inequality and stigma. We are committed to creating culturally safe, inclusive and responsive services for First Nations community members, their families and carers.

## About Wellways

Wellways supports people's social, emotional and physical wellbeing through community-based services.

With over 45 years' working with people, their family, friends and carers, Wellways is a not-for-profit provider that delivers services through partnership across five Australian states and territories.

Founded by a community of family carers as an advocacy group, Wellways puts lived experience at the centre to provide free, safe and inclusive mental health and disability services to people in their chosen communities.

## Integrated Mental Health Consortia

The consortium, led by Wellways, includes four partners: Each, Lumsden Psychology, QPASTT and Goondir. This diverse coalition enhances service delivery through comprehensive, community-focused care.

The partnership brings expertise from deep local regional connection, strong clinical background, lived experience expertise, First Nations and multicultural cultural awareness and will deliver comprehensive, integrated and person-centred care across the Toowoomba Region. The partnership will address service gaps for the 'missing middle' by enhancing accessibility and integrating primary mental health care, psychosocial support and early intervention, as well as connection to external services to address social determinants of wellbeing.

## Key Areas of Accountability

Area	Description
<b>Service provision</b>	<ul style="list-style-type: none"> <li>Utilising the Peer Support Framework, undertake intake, planning and assessment.</li> <li>Assist the participant, their family, carers and supporters to engage/remain engaged in and navigate the Local service and facilitate re-entry if required.</li> <li>Build peer relationships using the Intentional Peer Support model</li> <li>Convene Wellbeing Network Meetings at key stages to bring everyone together to co-formulate and plan using relational mapping and principles of open dialogue.</li> <li>Support participants to access relevant NDIS support services.</li> <li>Provide participants who do not meet service criteria with alternative options and facilitate referrals to ensure a “no wrong door approach” is met</li> <li>Work with participants 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</li> <li>Ensure plans focus on providing service solutions that maintain and strengthen a participants and carers health and wellbeing and their ability to sustain in their caring role.</li> <li>Proactively help the participant 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.</li> <li>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)</li> <li>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 Operations Manager</li> <li>Facilitate and participate in joint planning/case conferencing to ensure a coordinated response between the participant’s health, wellbeing, disability supports and other needs.</li> <li>Undertake any additional tasks as requested that reasonably fall within the scope of the position and classification.</li> </ul>

# TOOWOOMBA INTEGRATED MENTAL HEALTH HUB

<b>Facilitation/Presentation of Programs</b>	<ul style="list-style-type: none"> <li>Facilitate group Peer delivery, Discovery, Thinking About Work and support other groups if required. Encourage and support participant to seek follow up support with other appropriate services.</li> <li>Engage positively with key external and internal stakeholders</li> <li>Evaluate the effectiveness of In-Person Peer support sessions through the use of the Participant Surveys</li> </ul>
<b>Quality</b> Drive and support the overall effectiveness of Local Services ensuring that services reflect Toowoomba Hub values, best evidence-based practice, demonstrate innovation, are evaluated and are accountable to funding bodies	<ul style="list-style-type: none"> <li>Ensure the service approach incorporates the following service principles: participant, carer and family Focussed, Practical and Flexible, Inclusive</li> <li>Ensure all assessments and documentation is provided to relevant service delivery teams in a timely manner</li> <li>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</li> <li>Adhere to protocols and agreements between Locals, consortium partners and relevant service providers</li> <li>Ensure familiarity with the expected standards of performance in the role and actively contribute to own personal development.</li> <li>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.</li> <li>Complete all mandatory training by the due date.</li> </ul>
<b>Stakeholder engagement and advocacy</b> Ensuring active intervention in health promotion and Advocacy	<ul style="list-style-type: none"> <li>Establish and maintain relationships with local service providers and community organisations</li> <li>Where participant, carer and family needs are best met through other agencies, advocate with those agencies to access assistance</li> <li>Represent the Local in a variety of settings, including national and international forums within the scope of the role</li> <li>Support lived experience leadership and advocacy</li> </ul>

# TOOWOOMBA INTEGRATED MENTAL HEALTH HUB

## Key Requirements

Area	Description
Desirable qualification or experience	<ul style="list-style-type: none"> <li>• Certificate IV/Diploma in Mental Health or Peer Work, AOD or tertiary qualification in social science or 1+ year relevant work</li> <li>• Experience in mental health sector or intentional Peer Support Training.</li> </ul>
<b>Qualifications, Technical Knowledge and Experience</b>	<p>Required:</p> <ul style="list-style-type: none"> <li>• Personal experience of a mental illness or psychological distress and recovery</li> <li>• Confidently share relevant personal experiences with program participants in a safe and supportive manner, ensuring their benefit and wellbeing</li> <li>• Demonstrated skill in establishing empowering and supportive partnerships with individuals, families and carers</li> <li>• 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</li> <li>• Able to plan, prioritise and work independently to ensure outcomes are achieved.</li> <li>• The ability to express personal views and tackle sensitive information in a constructive and diplomatic manner.</li> <li>• An understanding and demonstrated commitment to social inclusion and diversity.</li> <li>• Ability to meet service target requirements while effectively managing increasing participant demand and service needs</li> </ul> <p>Desirable:</p> <ul style="list-style-type: none"> <li>• Completed Intentional Peer Support Training or willingness to complete.</li> <li>• Strong focus on excellent customer service</li> <li>• Prior experience working within the Mental Health sector, health or community based organisation</li> </ul>
Information Technology	<ul style="list-style-type: none"> <li>• Basic skills/willingness to learn skills in Microsoft Office Suite and CRM systems</li> <li>• Data entry and record keeping experience</li> </ul>
Compliance	<ul style="list-style-type: none"> <li>• 100 points of identification</li> <li>• Evidence of right to work in Australia</li> <li>• Drivers Licence</li> <li>• National Police Check</li> </ul>

# TOOWOOMBA INTEGRATED MENTAL HEALTH HUB

	<ul style="list-style-type: none"> <li>• International Police (if required)</li> <li>• Working with Children Check - Blue Card</li> <li>• NDIS Workers Screening Check</li> <li>• NDIS Workers Orientation Modules – free online course</li> </ul>
Other	<ul style="list-style-type: none"> <li>• Willingess to travel if requiried</li> <li>• Willingess to work rotating roster</li> </ul> <p>Desirable</p> <ul style="list-style-type: none"> <li>• Personal lived experience of mental health challenges or caring role</li> <li>• Prior experience working within the Mental Health or AOD sectors or a community-based organisation</li> <li>• Aboriginal, Torres Strait Islander, people living with a disability and Culturally and Linguistically Diverse people and people who identify as LGBTIQA+ are encouraged to apply</li> </ul>

## Required Values and Behaviours

Area	Description
Authenticity and Integrity	<ul style="list-style-type: none"> <li>• 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.</li> <li>• 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.</li> </ul>
Compassion	<ul style="list-style-type: none"> <li>• We will commit to a compassionate approach and understanding leading with curiosity.</li> </ul>
Respectful Collaboration	<ul style="list-style-type: none"> <li>• We are respectful and recognise the power in our different experiences and organisations work views and recognise we all have something to learn from each other.</li> </ul>
Commitment to reconciliation	<ul style="list-style-type: none"> <li>• Demonstrates commitment to reconciliation</li> <li>• Work towards create culturally aware and safe services for First Nations Community Members</li> </ul>

# TOOWOOMBA INTEGRATED MENTAL HEALTH HUB

Quality and Safety	<ul style="list-style-type: none"><li>• Ensure any risks are identified and reported promptly and that prevention strategies are implemented to ensure the safety of all consumers.</li><li>• Ensure and take all reasonable care for your personal safety and the safety of, consumers and colleagues.</li><li>• Actively participate in workplace health and safety initiatives and consult with colleagues and management in relation to issues that impact on the safety of the workplace.</li><li>• Comply with all Policies and Procedures</li><li>• Maintain confidentiality as per policies and procedures and in accordance with relevant privacy and health records legislation.</li><li>• Actively involve consumers and/or carers in quality and safety improvement activities.</li><li>• Maintain up-to-date immunisation status related to</li><li>• Ensure that the principles of general and consumer manual handling are adhered to.</li></ul>
People and Culture	<ul style="list-style-type: none"><li>• Act in accordance with the 'Code of Conduct' and 'Workplace Behaviour' Policies.</li><li>• Actively participate in relevant professional development.</li></ul>
Equality and Equity	<ul style="list-style-type: none"><li>• We will strive for equality and equity in our approach to partnership and the community we serve.</li><li>• We aim to break down the barriers of power and privilege recognising we come together toward a common goal.</li></ul>
Honesty and Courage	<ul style="list-style-type: none"><li>• 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.</li><li>• We lean into difficult conversations realising this is when there is the greatest opportunity to learn.</li></ul>
Excellence and Appreciation	<ul style="list-style-type: none"><li>• Our work will be evidence based and we commit to continuous quality improvement processes to ensure the people using our service have excellent outcomes.</li></ul>

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