

Position Description

Role	Peer Wellbeing Navigator – Alcohol and other Drugs (AOD)
EBA / Award	SCHADS Award
Classification	Schedule B Level 4
Direct Operational Report	Senior Peer Wellbeing Navigator
Primary Site	Rockhampton
Last updated	January 2026

Be at the forefront of mental health reform

Wellways in partnership with Clarity Health Care will soon be opening the Country to Coast Medicare Mental Health Centre, with locations across Sunshine Coast, Rockhampton, Gladstone and Bundaberg. The Medicare Mental Health Centres, formerly Head to Health, are an important part of the Australia's reformed mental health and wellbeing system.

Funded by Country to Coast QLD, through the Australian government's Primary Health Network (PHN), the Country to Coast Medicare Mental Health Centre will provide the community with a free, safe and welcoming space to access mental health advice, supports and services. Walk-ins will be welcomed, services are confidential, and no appointment or referral will be needed.

The Role

The Peer Wellbeing Navigator - AOD will be employed by Wellways and work within the Wellbeing Team based at the Rockhampton location.

Role Purpose

Utilising your lived experience, coupled with skills learned through recovery, education and training, you will support people impacted by mental health challenges, psychological distress and substance use addiction.

You will utilise 1:1 psychosocial and alcohol and other drug education and where relevant, draw upon your own experiences to work in partnership and support participants to understand their experience and work towards recovery and self-management.

MEDICARE MENTAL HEALTH CENTRES

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 challenges associated with recovery.

Main responsibilities of the role include:

- Providing intentional peer support
- Providing one on one service navigation and care planning
- Facilitating group peer sessions
- Capacity building
- Supporting engagement with clinical supports

The role will be a valued member of the team providing a unique perspective while working together on the goal of improving outcomes for participants, carers, and the wider community. They are skilled in communication and have extensive experience in community work and building a participant and community-led, inclusive, and values-driven culture.

Making a Difference

You will play a vital role in ensuring that participants, carers, and their families receive valuable and supportive mental health care. This role will contribute to a new way of providing services and play an integral role in changing and shaping the way mental health and wellbeing services and supports are delivered to the community.

This is your chance to join a new service and shape the future of mental health and wellbeing in Queensland.

Commitment to Reconciliation

Medicare Mental Health Centres know that Aboriginal and Torres Strait Islander people have not always been well-served by mental health and disability organisations. 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.

MEDICARE MENTAL HEALTH CENTRES

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 places lived experience at the centre to provide free, safe, and inclusive mental health and disability services to people in their chosen communities.

About Clarity Health

Clarity Health Care aims to provide an alternative to the hospital setting for individuals experiencing severe mental illness.

Clarity Health Care's workforce design emphasises collaboration and continuity of care, guided by the recovery model and bio-psycho-social model. The organisation has experience in managing complex cases and offers nationally delivered services through telehealth and clinics in Victoria and Tasmania.

Key Areas of Accountability

Area	Description
General	<ul style="list-style-type: none">• Using the Peer Support Principles, engage consumers in initial intake in collaboration with clinical staff, to develop person-centred and recovery-oriented Wellbeing plans.• Provide individual and culturally safe support to participants including support to identify and develop personal goals for recovery and identify other needs.• Work with participants, families, carers, and supporters, where relevant, to develop individual wellness plans reflecting participants' aspirations and current support needs, with the aim of contributing positively to their overall health and wellbeing using a person-centered approach.• Work collaboratively with participants to identify and engage with a range of health and social care services and supports.• Raise concerns about potential risks for consideration and review.• Facilitate referrals with and for participants, supporting a welcoming approach that recognises and resolves systemic and other barriers.

MEDICARE MENTAL HEALTH CENTRES

	<ul style="list-style-type: none"> • Support participants to navigate services within the service utilising a person-centred approach that empowers people to make informed decisions about their healthcare and wellbeing needs and preferences. • Develop and maintain a comprehensive understanding of and commitment to legislation related to your role and actively champion these whilst recognising the unique needs, perspectives, and experiences of each individual. • Apply human rights and recovery frameworks in all areas of work. • Maintain accurate and timely records of contacts and other activities using current systems • Contribute to relevant meetings, discipline specific supervision and organisational planning and other meetings as required by Wellways. • Seek and develop relationships with relevant Lived Experience workforce networks. • Accompany participants to appointments in an advocacy/representative capacity where participants see this as useful and helpful.
Continuous Improvement and Quality	<ul style="list-style-type: none"> • Build peer relationships using the Intentional Peer Support model and your lived and living experience of both mental health and/or substance use related challenges • Embody and embrace Lived Experience values and principles of recovery, strength, ability and possibility, to build connections with participants, colleagues, and service providers. • Apply the principles of privacy and confidentiality that emphasise and respect the rights and responsibilities of each individual ensuring participants and others are treated fairly and with mutual respect. • Undertake any additional tasks that reasonably fall within the scope of the position.
Knowledge and Experience	<ul style="list-style-type: none"> • Ability to effectively communicate and build relationships with a diverse range of people and stakeholders. • Demonstrated experience in applying the principles of empathy, respect, integrity, hope and equality in healthcare delivery. • Understanding of Consumer Perspective values and principles • Understanding of the broader Alcohol and Drug system and the range of services offered within it.

MEDICARE MENTAL HEALTH CENTRES

	<ul style="list-style-type: none"> • Demonstrated ability to use lived/living experience in a meaningful and purposeful way. 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. • Ability to model positive behaviours, emotional maturity, positive coping skills and resilience. • Self-awareness and openness to self-reflection and growth • Ability to effectively organise your time, prioritise tasks and meet deadlines.
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Key Requirements

Area	Description
Qualification	<ul style="list-style-type: none"> • Certificate IV/Diploma in Mental Health, AOD or related field or 1+ year in relevant work experience in mental health sector • Ability to promote and contribute to a culture of hope and optimism through the sharing of your lived/living experiences and recovery to support participants and the team. • Strong understanding of the principles of recovery-oriented practice and peer work values and principles. • Prior employment as a peer worker (desirable)
Required experience	<ul style="list-style-type: none"> • Personal experience of recovery from mental illness and substance use, accessing and navigating health care services, including mental health/AOD services, and a willingness to draw upon your experiences and recovery journey to inform your work.
Information Technology	<ul style="list-style-type: none"> • Basic skills/willingness to learn skills in Microsoft Office Suite and CRM systems
Compliance	<ul style="list-style-type: none"> • 100 points of identification • Evidence of right to work in Australia • Drivers Licence • National Police Check • International Police (if required) • Working with Children Check - Blue Card • NDIS Workers Screening Check • NDIS Workers Orientation Modules – free online course

MEDICARE MENTAL HEALTH CENTRES

Other	<ul style="list-style-type: none">• Willingness to work a rotating roster• Willingness to travel if required <p>Desirable</p> <ul style="list-style-type: none">• Prior experience working within the Mental Health or AOD sectors, or a community-based organisation.• 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 and people who identify as LGBTIQ+ are encouraged to apply
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Required Values and Behaviours

Area	Description
Authenticity and Integrity	<ul style="list-style-type: none">• 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 and have complex intersectional circumstances that can lead to psychological distress.
Compassion	<ul style="list-style-type: none">• We will commit to a compassionate approach and understanding leading with curiosity.
Respectful Collaboration	<ul style="list-style-type: none">• 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.
Quality and Safety	<ul style="list-style-type: none">• Ensure any risks are identified and reported promptly and that prevention strategies are implemented to ensure the safety of all participants.• Ensure and take all reasonable care for your personal safety and the safety of participants and colleagues.

MEDICARE MENTAL HEALTH CENTRES

	<ul style="list-style-type: none"> • 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. • Comply with all Policies and Procedures • Maintain confidentiality as per Medicare Mental Health Centre policies and procedures and in accordance with relevant privacy and health records legislation. • Actively involve participants and/or carers in quality and safety improvement activities. • Maintain up-to-date immunisation status related to own health care worker category. • Ensure that the principles of general and participant manual handling are adhered to.
People & Culture	<ul style="list-style-type: none"> • Act in accordance with the 'Code of Conduct' and 'Workplace Behaviour' Policies. • Actively participate in relevant professional development. • Display high levels of professional behaviour at all time
Equality and Equity	<ul style="list-style-type: none"> • We will strive for equality and equity in our approach to partnership and the community we serve. • We aim to break down the barriers of power and privilege recognising we come together toward a common goal.
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.
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.