



## Position description

Title of the role:	Peer Intake, Service Navigation Support Worker
Classification:	Level 3 (Schedule B)
Reports to:	Senior Family Peer Liaison
Location:	Gippsland
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



### Position Summary

A key recommendation from the Victorian Royal Commission into Mental Health is that services are designed and delivered by people with lived experience, as research shows that this leads to improved consumer outcomes and experiences. You will play a vital role in ensuring that consumers, carers and their families receive valuable and supportive mental health care. Peer service and wellbeing navigators will guide people through an intentional journey of evidence-based treatment, care and support, supporting people to achieve wellbeing and optimal participation in the community.

Now is your chance to shape the future of mental health and wellbeing in Victoria to ensure that everyone is supported and included.

The Service and Wellbeing Navigator will engage with community, including hard-to-reach cohorts, to ensure equitable access for all people in the community to local services. The Mental Health and Wellbeing Carer Connect Services are community led and integrated creating a responsive, flexible and helpful service experience.

Utilising your real-life experience, coupled with skills learned through education and training, in your role as the Peer Service and Wellbeing Navigator, you will support and represent carers, family members and supporters of people impacted by mental illness, psychological distress and substance use or addiction.

This role has at its aim 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:

- Support carers who contact the centre (walk in / phone / via the Service Form)
- Enter carer data into the Carelink system, and undertake data analysis to meet service reporting requirements
- Provide one on one service navigation support including the facilitation of internal and external referrals
- Support carer engagement with other relevant services
- Undertake Connect service intake and liaison with the Senior Family & Peer Liaison regarding allocation
- Support carer access to respite
- Support carer capacity building
- Co-deliver groups across Gippsland
- Maintain the waitlist or a small caseload as required.

## Responsibilities

Key Functions	Key Performance Indicators
<b>Stakeholder engagement and advocacy</b> Ensuring active intervention in health promotion and Advocacy	<p>Maintain currency of knowledge of the mental health system to facilitate effective navigation and service access.</p> <p>Support the Senior Family &amp; Peer Liaison and Co-ordinator in the establishment and maintenance of relationships with local service providers and community organisations.</p> <p>Develop and maintain working knowledge of internal and external service providers (e.g. intake processes, wait times), to facilitate warm referrals.</p> <p>Engage positively with key external and internal stakeholders</p> <p>Maintain relationships and currency of knowledge about the carer lived experience workforce.</p>
<b>Service provision</b>	<p>Enter carer data into the Carelink system to meet service reporting requirements.</p> <p>Build peer relationships using the Intentional Peer Support model.</p> <p>Utilising the Peer Support Framework, undertake initial needs identification.</p> <p>Where carer and family needs are best met through other agencies:</p> <ul style="list-style-type: none"> <li>Proactively help the carer 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>Facilitate / support referrals to those agencies.</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> </ul> <p>Assist the carers and supporters to engage/remain engaged in and navigate services and facilitate re-entry if required.</p> <p>Where Carer Connect is best able to meet the carer needs:</p> <ul style="list-style-type: none"> <li>Undertake intake, planning and assessment.</li> </ul>

	<ul style="list-style-type: none"> <li>• Enter carer data into the Carelink system to meet service reporting requirements.</li> <li>• Work with 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 consumers and carers health and wellbeing and their ability to sustain in their caring role.</li> <li>• Share information with the Senior Family &amp; Peer Liaison to inform the development of action and safety plans to mitigate any risks, providing follow up support if required, and communicating all risk with Program Coordinator.</li> </ul> <p>Support access to respite services.</p> <p>Support carers to access and engage NDIS-qualifying programs as indicated.</p> <p>Undertake service provision in a manner that adheres to the Carer Connect principal values and ethos</p> <p>Undertake any additional tasks as requested that reasonably fall within the scope of the position and classification.</p>
<b>Quality</b> Drive and support the overall effectiveness of Carer Connect services ensuring that services reflect Carer Connect values, best evidence-based practice, demonstrate innovation, are evaluated and are accountable to funding bodies	<p>Ensure the service approach incorporates the following service principles: consumer, carer and family Focussed, Practical and Flexible, Inclusive</p> <p>Ensure all documentation and data entry is provided to relevant service delivery teams in a timely manner</p> <p>Ensure appropriate documentation and data is maintained in Carelink as required to meet statutory requirements including statistical data for reporting purposes.</p> <p>Maintain strict client confidentiality while reinforcing the carer's rights and responsibilities</p> <p>Maintain relevant digital literacy and knowledge of required software programs.</p> <p>Adhere to protocols and agreements between consortium partners and relevant service providers</p> <p>Ensure familiarity with the expected standards of performance in the role and actively contribute to own personal development.</p>

	<p>Maintain a good working knowledge of and adherence to standards and legislation relevant to the role (such as The Privacy Act, 1988; Child Safe Standards, Aged Care Act etc) and actively promote compliance to any such standards and legislation.</p>
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	<p>Complete all mandatory training by the due date.</p>
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Area	Description
<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>• Certificate IV/Diploma in Mental Health, AOD <b>or</b> tertiary qualification in social science <b>or</b> 1+ year relevant work experience in mental health sector <b>or</b> intentional Peer Support Training</li> <li>• Be comfortable to share personal experiences with carers accessing the service, in an intentional, safe and supported way</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 carers within their local communities</li> <li>• Able to plan, prioritise and work under minimal supervision 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> </ul> <p>Desirable:</p> <ul style="list-style-type: none"> <li>• Strong focus on excellent customer service</li> <li>• Prior experience working within the Mental Health sector, health or community-based organisation</li> <li>• Data entry and record keeping experience</li> </ul>
<b>Information technology</b>	<ul style="list-style-type: none"> <li>• Prior experience or willingness to learn and maintain currency of knowledge to work effectively with Microsoft office, Client Records Management system and other applications as required.</li> </ul>
<b>Compliance</b>	<ul style="list-style-type: none"> <li>• National Police Check</li> <li>• Current Working with Children Check-employment</li> <li>• Evidence of right to work in Australia</li> <li>• 100 points of identification</li> <li>• NDIS workers screening check and completion of NDIS module</li> </ul>
<b>Other</b>	<p>Desirable:</p> <ul style="list-style-type: none"> <li>• Aboriginal, Torres Strait Islander, people living with a disability and Culturally and Linguistically Diverse people are encouraged to apply</li> </ul>

<b>Customer Focus</b>	<ul style="list-style-type: none"> <li>• Ensure an excellent standard of service is offered by partnering with carers and the community at all levels of health care provision, planning and evaluation.</li> <li>• Demonstrate a commitment to the 'Australian Charter of Healthcare Rights.'</li> <li>• Maintain a professional and friendly approach in all interpersonal communication with carers, colleagues and stakeholders</li> <li>• Recognise and respond to the needs and requirements of each carer.</li> </ul>
<b>Collaboration</b>	<ul style="list-style-type: none"> <li>• Build and maintain positive relationships with carers and community members</li> <li>• Build and maintain effective working relationships with external service providers and the mental health sector broadly</li> <li>• Build relationships across the partner organisations involved in the service to support team cohesion</li> <li>• Build cooperation and overcome barriers to information sharing and communication across the team</li> <li>• Share lessons learned across the team</li> <li>• Create opportunities for others to be heard, listen attentively and encourage them to express their views</li> <li>• Seek contributions and ideas from people with diverse backgrounds and experience</li> </ul>
<b>Commitment to reconciliation</b>	<ul style="list-style-type: none"> <li>• Demonstrates commitment to reconciliation</li> <li>• Work towards create culturally aware and safe services for</li> <li>• First Nations Community Members</li> </ul>
<b>Quality and Safety</b>	<ul style="list-style-type: none"> <li>• Ensure carer safety and quality of care is the highest priority.</li> <li>• Ensure any risks are identified and reported promptly to the Program Coordinator / Senior and that prevention strategies are implemented to ensure the safety of all carers.</li> <li>• Ensure and take all reasonable care for your personal safety and the safety of, carers 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 Wellways policies and procedures and in accordance with relevant privacy and health records legislation.</li> <li>• Actively involve carers in quality and safety improvement activities.</li> <li>• Ensure that the principles of general and consumer manual handling are adhered to.</li> </ul>



<b>People &amp; Culture</b>	<ul style="list-style-type: none"> <li>• Create and develop a positive working relationship with team and colleagues.</li> <li>• Act in accordance with the 'Code of Conduct' and 'Workplace Behaviour' Policies.</li> <li>• Actively participate in relevant professional development.</li> </ul>

## 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

