



Position description

Title of the role:	Senior Family & Peer Liaison
Classification:	SCHADS Level 4 (Schedule B)
Reports to:	Program Coordinator
Primary Site:	Gippsland
Last updated:	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

A key recommendation from the Victorian Royal Commission into Mental Health is that services are designed and delivered by people with personal lived experience and carers, as research shows that this leads to improved consumer outcomes and experiences. You will play a vital role in developing relationships with key stakeholders, promoting the service within the community, supporting Family Peer Workers in their roles and to ensure that carers, family members and supporters receive valuable and supportive care.

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

The Senior Family & Peer Liaison will identify and facilitate opportunities that promote the inclusion of and build the capacity of carers to access Connect services. This may include outreach to hard-to-reach community members and hidden cohorts who are unable to access services via the Connect centres.

In addition, the Senior Family & Peer Liaison will utilise their personal lived or living experience of supporting a person with a mental illness, including people with co-occurring substance use or addiction, to support Family Peer Workers in their role supporting family members, carers and supporters who access Connect services.

Main responsibilities of the role include:

- Promote, deliver and facilitate community and stakeholder engagement and co-ordination
- Organise, lead and participate in broader network meetings
- Provide leadership, direction and supervision to Family Peer Workers, Peer Cadet and Respite Workers
- Organise, lead and participate in communities of practice
- Facilitate group training and deliver the Wellways Discovery course to carers
- Provide 1:1 Peer support to carers
- Maintain a small caseload

Responsibilities

Key Functions	Key Performance Indicators
People Management Support the development of people capability and integration of organisational values	Provide supervision and mentorship to staff and volunteers according to Wellways framework and the Intentional Peer Support model. Monitor staff caseloads and allocate carers as required Provide on-call support to staff and volunteers in conjunction with the Program Coordinator across Gippsland. Under the direction of the Program Coordinator, support effective recruitment and induction of the Connect team, including volunteers.

	<p>Deliver / coordinate training to staff as required</p> <p>Cultivate an environment based on shared accountability and effective knowledge sharing by leading with example.</p> <p>Role model Wellways values and behaviours.</p>
Community and Stakeholder Engagement	<p>Identify opportunities to enhance community engagement and events.</p> <p>Through co-design with the community, develop and implement strategies to promote engagement of the carer community in understanding and addressing challenges to mental health wellbeing.</p> <p>Establish and maintain relationships with local service providers and community organisations, including first responders.</p> <p>Positively represent Wellways in a variety of settings, interagency meetings, stakeholder's meetings and speaking engagements.</p> <p>Participate in local networks to promote the service and referral pathways and support strategies for building sector capacity around mental wellbeing and responding to psychological distress.</p> <p>Create community events, both general and targeted (e.g. to hard-to-reach groups) at the Connect service to promote the service and to promote social and emotional wellbeing.</p> <p>Leverage existing community events to promote the service and to promote social and emotional wellbeing.</p> <p>Work within the team to promote networks/groups or peer led programs within the community.</p> <p>Contribute to the development and ongoing implementation of evaluation strategies that test the effectiveness of community engagement programs and initiatives.</p> <p>Undertake service provision in a manner that adheres to the organisation's code of conduct and policies.</p> <p>Undertake any additional tasks as reasonably requested.</p>
Intake and Assessment	<p>Liaise with the Service Navigator to allocate carers to Family Peer Workers as required.</p> <p>Approve brokerage funding requests as required in line with organisational and program guidance.</p> <p>Undertake any additional tasks as requested that reasonably fall within the scope of the position and classification.</p>
Quality	

<p>Drive and support the overall effectiveness of the Connect Services ensuring that services reflect the Connect values, best evidence-based practice, demonstrate innovation, are evaluated and are accountable to funding bodies</p>	<p>Ensure the service approach incorporates the following service principles: Carer Focussed, Practical and Flexible, Inclusive</p> <p>Monitor the teams' data recording to ensure appropriate data and documentation is maintained in Carelink to meet statutory requirements including statistical data for reporting purposes.</p> <p>Ensure all assessments and documentation is provided to relevant service delivery teams in a timely manner.</p> <p>Maintain strict client confidentiality while reinforcing the client's rights and responsibilities.</p> <p>Adhere to protocols and agreements between Wellways, 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 Child Safe Standards, Aged Care Act etc) and actively promote compliance to any such standards and legislation.</p> <p>Complete all mandatory training by the due date.</p>
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	<p>Provide Carers with information on internal and external programs/services ensuring referral pathways for Carers and their families.</p> <p>Utilising the Carer Support Framework undertake intake, planning and assessment.</p> <p>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.</p> <p>Ensure action plans focus on providing service solutions that maintain and strengthen Carers health and wellbeing and their ability to sustain in their caring role.</p> <p>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)</p>
<p>Facilitation/Presentation of Programs</p>	<p>Deliver formal structured peer support forums and in-person peer support programs tailored to targeted Carer groups,</p>

	<p>Connect Carers with people (other Carers) in similar circumstances</p> <p>Facilitate Carer learning from their peers through the sharing of lived experiences, in accordance with training and IPPS Service Design and Guidelines</p> <p>Provide an environment of stress relief for Carers</p> <p>If necessary, encourage and support Carers to seek follow up support with other appropriate services</p> <p>Evaluate the effectiveness of In-Person Peer support sessions through the use of the Consumer Surveys</p>
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Essential Requirements, Knowledge, Experience and Skills

Qualification	<ul style="list-style-type: none"> Personal experience of supporting a person with a mental illness, or psychological distress and recovery. Certificate IV/Diploma in Mental Health, AOD or tertiary qualification in social science and additional 1+ year relevant work experience in mental health sector or intentional Peer Support Training.
Technical Knowledge and Experience	<p>Required:</p> <ul style="list-style-type: none"> Demonstrated knowledge of caring roles and the impact on Carers health and wellbeing to determine support requirements Experience in leading the provision of responsive individualised support to individuals, which may include families, young people and children with caring roles. Demonstrated skill in establishing empowering and supportive partnerships with individuals and families. A commitment to family centred practice and maximising the opportunities and support for people within their local communities. An understanding and demonstrated commitment to social inclusion and diversity. <p>Desirable:</p> <ul style="list-style-type: none"> Strong focus on excellent customer service. Thorough understanding of the caring role and evidence based, best practice Carer supports that enable Carers to sustain their caring role and enhance their own wellbeing and identity. Experience in data entry and record keeping.
Information technology	<ul style="list-style-type: none"> Prior experience or willingness to learn and work with Microsoft office, CRM Systems and other applications as required.
Compliance	<ul style="list-style-type: none"> National Police Check Current Working with Children Check-employment Evidence of right to work in Australia

	<ul style="list-style-type: none"> • 100 points of identification • Evidence of Booster COVID vaccination or valid medical exemption • NDIS Worker Screening check and completed NDIS module
Other	<ul style="list-style-type: none"> • Aboriginal, Torres Strait Islander, People living with a disability and Culturally and Linguistically Diverse people are encouraged to apply

Required Values & Behaviours

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

	<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 Wellways policies and procedures and in accordance with relevant privacy and health records legislation. • Actively involve consumers 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 consumer manual handling are adhered to.
People & Culture	<ul style="list-style-type: none"> • Create and develop a positive working relationship with team and colleagues. • Act in accordance with the 'Code of Conduct' and 'Workplace Behaviour' Policies. • Actively participate in relevant professional development.

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: Up to 6

Travel Percentage: As required

On Call: n/a

Attachment 1

Wellways Organisational Chart

