



Position description

Title of the role:	Recovery Program Worker
Classification:	SCHADS Award Level 3 (Schedule B)
Program Area:	Psychosocial Recovery Service PRS
Location:	Goulburn Valley, Mildura, Swan Hill, Wangaratta, Benalla.
Reports to:	Team Leader
Last Revised:	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 interaction
- We show care 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

Wellways has a number of programs providing service to the Murray region located in Mildura, Shepparton, Wallan, Cobram and Seymour. Service provision includes Consumer Directed Support, residential rehabilitation, respite, family education and support, Early Intervention Psychosocial Support Response and Psychosocial Recovery Service.

The Psychosocial Recovery Service (PRS) is a program funded by the Commonwealth Government and commissioned through Primary Health Networks to 'provide psychosocial support services to assist people with severe mental illness, resulting in a reduction in psychosocial functional capacity.'

The overall objectives of the PRS are to:

- support people with a severe mental illness and associated psychosocial functional impairment who are not more appropriately supported through the NDIS; and
- reduce the avoidable need for more intense and acute health services and enhance appropriate/optimal use of the health system.

PRS will align with a stepped model of care, including comprehensive eligibility screening and assessment, referral and linkages to appropriate services including primary health services, a range of short, medium and extended interventions for individuals and families according to assess needs and transition/exit support. The program will be delivered by skilled and trained recovery and peer workers, each fulfilling specific roles within the service model.

PRS will work in partnership with the individual, and their family and carers (as appropriate), to provide a range of non-clinical based supports which will assist the individual to achieve their recovery goals. It will support individuals who do not meet the eligibility requirements for the NDIS but could benefit from receiving a level of specialized but less intense psychosocial supports linked to their needs and goals.

The Key Deliverables of the role are:

- Intake and assessment, using validated tools such as : The Recovery Assessment Scale - Domains and Stage (RAS-DS), Life Skills Profile (LSP-16) and Kessler Psychological Distress Scale (K10)
- Develop an action plan with clear timeframes and goals, working within a stepped care model
- Provide evidence based supports which help build people's capacity and skills to recover, improve relationships and increase social and economic participation
- Provide group based activities aimed at building individual capacity and life skills
- Provide individual person-centred recovery and trauma informed supports
- Provide support to access the NDIS if required
- Identify and offer support to families, friends and carers if required
- Support engagement of participants and families to peer support and education programs
- Support participants and families to access and engage with primary health services and other services according to need e.g. drug and alcohol programs, education, employment and housing

Responsibilities:

Key Functions	Key Performance Indicators
<p>Recovery orientated support Working within the principles of recovery orientated mental health practice</p>	<p>According to the objectives of the PRS program and working according to Wellways Practice Principles the PRS Recovery Worker will:</p> <ul style="list-style-type: none"> • Working alongside the peer worker, assist participants to identify areas of need using key assessment and outcome measurement tools • Refer participants to other appropriate services if not eligible • Engage eligible participants, their families and friends in the program, developing professional and trusting working relationships • Develop individually tailored recovery plans which incorporate goals focusing on capacity building • Support delivery of a program which may include individual and/or group support • Provide person-centred trauma-informed support which values lived experience • Provide support to access the NDIS if required • Identify and offer support to families, friends and carers if required • Support engagement of participants and families to peer support and education programs • Support participants and families to access and engage with primary health services and other services according to need e.g. drug and alcohol programs, education and employment, housing • Assist participants to regularly monitor and update their individual recovery plans • Provide transition/exit support
<p>Collaborative Practice and Stakeholder Engagement Working with the wider community and key stakeholders to participant outcomes and effectively utilise service systems</p>	<p>The PRS Recovery worker will work collaboratively with a wide range of key stakeholders to improve service access and person-centred supports. This includes:</p> <ul style="list-style-type: none"> • Engaging with key stakeholders to minimise barriers to referral and engagement and develop joint plans wherever possible • Engage with specialist services and community groups, in particular local Aboriginal and Torres Strait Islander organisations, LGBTIQ+ services and groups, cultural and linguistically diverse groups • Work collaboratively with primary health services to improve service access for people experiencing mental health issues • Work collaboratively with Local Area Coordinators and the NDIA to support access to the NDIS where appropriate • Support co-design by valuing lived experience and working collaboratively with consumer and carer stakeholders and groups • Represent Wellways in a variety of settings, including network meetings, forums etc... • Promote the program and Wellways in accordance with our vision, mission and values.

<p>Administration Ensure all administrative requirements are met according to PRS guidelines and Wellways policies and procedures</p>	<ul style="list-style-type: none"> • Ensure that all operational and administrative requirements including case notes, assessments, recovery plans and data are met • Maintain a safe and healthy work environment in accordance with occupational health and safety policies and legislation • Ensure adherence to Wellways policies and procedures and all relevant legislation and accreditation standards • Participate in service review and development activities, including team meetings, audits, performance review plans and supervision.
<p>Team Effectiveness Work as an active member of an integrated team</p>	<ul style="list-style-type: none"> • Work as part of an integrated team which values collaboration, co-operation and mutual support • Co-operate with all team members in order to ensure continuity of care and the provision of an exceptional service offer • Actively participate in team meetings, service planning sessions, and staff development activities

Essential Requirements, Knowledge, Experience and Skills

<p>Qualifications & Essential Requirements</p>	<ul style="list-style-type: none"> • Relevant qualifications or commensurate experience in working in a support role for people with a mental illness. • Current valid Driver's License and the ability to undertake travel for the role • Appropriate IT skills • Current Working with Children Check-employment • Right to Work within Australia • Proof of identity • 100 points of identifications • National Police Records Check • NDIS Worker Orientation Module Certificate • NDIS Worker Screening Check
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Technical Knowledge and Experience	<p>Required:</p> <ul style="list-style-type: none">• Demonstrated experience and skills in working within programs for people with a serious mental illness or their carers, including the provision of high quality recovery oriented practice• Experience in the provision of psychosocial rehabilitation services.• An understanding of the biopsychosocial model of mental health and how social inclusion principles are applied to service delivery for people with serious mental illness• Demonstrated ability to facilitate the active involvement of participants and carers in the development, planning, delivery and evaluation of services• An ability to establish and maintain effective partnerships including liaison, mediation, negotiation and consultation with various stakeholders including clinical services and other members of the support team including the participant's family• An ability to provide culturally competent services appropriate to the needs of people from diverse backgrounds, including people from CALD backgrounds.• Demonstrated commitment to continuous improvement and evidence-based practice <p>Desirable:</p> <ul style="list-style-type: none">• Dual diagnosis and dual disability competent• ATSI background• Knowledge of community services in the service area• First Aid Certificate
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<p>Skills</p>	<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, including the ability to write case notes and contribute to annual reports <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 facilitate active participation by people with mental illness, their families and friends in all aspects of service delivery • Able to advocate effectively for participants, their families and friends, based on their choices • Strong problem-solving skills and ability to think creatively <p>Organising and Planning:</p> <ul style="list-style-type: none"> • Provide appropriate, tailored assessments and facilitate recovery plans for each individual • Accurately upload data and reports to the appropriate database or other system, within specified timeframes • Accurately record time spent with participants for reporting purposes • 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
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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: N/A

Travel Percentage: As Required

On Call: N/A

Special Requirements: N/A

Attachment 1

