

Position Description

Role	Peer Recovery Worker - Brief Distress Support
EBA / Award	Social, Community, Home Care and Disability Services Industry Award
Classification	Schedule B, Level 3
Direct Operational Report	Psychosocial Team Leader
Primary Site	Toowoomba
Last updated	February 2026

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

The Toowoomba Integrated Mental Health Hub, known as Wattle House, 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. Wattle House will operate on the principles of 'no wrong door', community inclusion and consumer choice and control.

The Role

The Brief Distress Peer Recovery Worker will be employed by Wellways and work within the Wellbeing Team based at the Wattle House location.

Role Purpose

This Brief Distress Peer Recovery Worker role supports Wellways to provide non-clinical, community-based, short-term support to adults experiencing distress, linking them with ongoing supports at the Wattle House if needed. The role will generally be community based, meeting where people are at, supporting community organisations to recognise distress and connect participants with Wattle House. The role is a designated Lived Experience position, with the Peer Recovery Worker, utilising their Lived Expertise of distress to support participants of Wattle House in their recovery journeys.

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Our focus is on supporting individuals to discover how they can live meaningful and fulfilling lives through gaining independence, enhancing their support networks and finding a place within their communities. We do this by working in close partnership with clinical and other partners, the participant and those who they wish to have involved from their support network, like family or friends. It is our goal to assist people in their own pathway to recovery.

The Peer Recovery Worker uses their Lived Expertise in all aspects of their practice within the Wattle House setting by building authentic and mutual relationships with program participants. Peer Workers are able to support people to be empowered, connect meaningfully with their other supports and networks, role model healthy relationships and support in the discovery of reflective and wellbeing practices that work for them.

Under the support and direction of the Psychosocial Team Leader, the Peer Recovery Worker helps deliver Wattle House programs in collaboration with their team and clinical partners. The role works with the internal Wellways team, broader regional team and other key stakeholders in the ongoing development and effective implementation of organisational and regional strategic plans.

Other areas of responsibility and accountability include:

- Setting a positive culture that celebrates effective holistic practice and provides inclusive, high quality services.
- Welcoming and supporting the needs of participants on entry and through their journey at Wattle House.
- Safely using their lived experience to providing peer support to participants
- Delivery of group programs
- Recovery and support planning sessions with participants

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 support in guiding people through an intentional journey of evidence-based care, supporting people to achieve wellbeing and optimal participation in the community.

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

Key Areas of Accountability

Area	Description
A personal and valued service experience	<p>Working in the context of the individual, family and community, the Peer Recovery Worker will be expected to:</p> <ul style="list-style-type: none">• Build relationships with participants based on connection, mutual trust, curiosity and empathy• Build meaning and understanding in recovery from shared experiences• Build connections with community-based organisations and groups to help support early identification of people experiencing distress• Work with participants to identify concerns and causes of distress• Support relationship building from participant entry (orientation to programs and delivery), participation in programs (goal setting and review)• Co-develop individual support plans with participants which identify their individual goals that support their recovery and distress management• Support participants to make social and community connections• Encourage linkages into a range of activities to support wellbeing, including all other Wellways services• Work with participants, to regularly monitor and update their individual plans and progress in line with the plan• Facilitate educational and peer support groups

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	<ul style="list-style-type: none"> • Complete documentation and reporting in a timely manner • Maintain healthy and safe boundaries • Maintain safe work practices and a safe and healthy environment in accordance with occupational health and safety policies and legislation • Ensure dignity of risk and its application in the Wattle House setting
A truly great place to work	<p>This will include:</p> <ul style="list-style-type: none"> • Working as part of the Wellways and Wattle House team on the basis of an ethos of collaboration, co-operation and mutual support in providing a holistic service delivery • Support for, and on-going development of, an environment based on shared accountability and effective knowledge sharing • Co-operating with all team members in order to ensure continuity of care and the provision of an exceptional service offer • Actively participating in team meetings, service planning sessions, PDR supervision and staff development activities • Other reasonable activities / duties as directed by your manager • Working with the program manager in supporting the team to understand, value and utilise lived experience
Standing up for what we believe in	<p>This will be achieved through on-going contribution and awareness ensuring that:</p> <ul style="list-style-type: none"> • Understand how peer work values work within Wattle House and how this is applied • Participant needs are reviewed to ensure an effective service aligned with need • Quality systems and standards are subject to on-going development to support enhanced program delivery • Effective relationships are established and maintained with other organisations
Ethical and sustainable growth	<ul style="list-style-type: none"> • Participating in program promotion and developing appropriate linkages with other community agencies, clinical services and other Wellways programs • Participating in the development and delivery of community education in relation to mental health • Representing Wellways in a variety of settings, including other agencies, members, participants, carers and families

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	<p>to raise awareness of mental illness issues at the local level and to 'market' the organisation regionally</p> <ul style="list-style-type: none"> Assisting in the support of volunteers and students
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Key Requirements

Area	Description
Qualification	<ul style="list-style-type: none"> Personal experience of mental health challenges, suicidality and recovery, accessing and navigating health care services, including mental health services and a willingness to draw upon your experiences and recovery journey to inform your work. Cert IV/Diploma in Mental Health, AOD or related field or tertiary qualification in social science or 1+ year <u>relevant/equivalent relevant work</u> experience in the mental health sector or International Peer Support Training. Two years <u>Demonstrated experience working as a peer worker in mental health settings</u> Mental Health experience as a peer worker. Ability to draw on personal experiences with program participants within a safe and supported way Ability to connect meaningfully with people experiencing distress and respond with compassion and kindness Demonstrated skill in establishing empowering and supportive relationships with individuals, families and carers A commitment to person-centered practice and maximising the opportunities and support for people with mental health challenges within their local communities Able to plan, prioritise and work independently to ensure outcomes are achieved. The ability to express personal views and tackle sensitive information in a constructive and diplomatic manner. An understanding and demonstrated commitment to social inclusion and diversity. <p>Desirable:</p>

Commented [MD1]: Removed the specificity around years of experience to align with other Wellways PDs.

This shifts the focus to an applicant's skills, capability, and impact when assessing suitability for the role.

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Information Technology	<ul style="list-style-type: none"> • Strong focus on excellent customer service • Prior experience working within the Mental Health sector, health or community-based organisation • Data entry and record keeping experience • Willingness to learn and adapt to technology platforms relevant to the role • Basic 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
Other	<ul style="list-style-type: none"> • Willingness to travel if required • Willingness to work rotating roster if required <p>Welcomed</p> <ul style="list-style-type: none"> • 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 are encouraged to apply • Leadership qualification or Community Sector experience

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

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	<p>circumstances that can lead to psychological distress.</p>
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.
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 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. • 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 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 • Ensure that the principles of general and consumer manual handling are adhered to.
People and 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.
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.

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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.