

## Position description

Title of the role:	Peer Recovery Worker
Classification:	SCHADS Award Level 3 (Schedule B)
Program Area:	Youth Residential Rehabilitation, Murray Region
Location:	Shepparton, Victoria 3630
Reports to:	Youth Residential & Youth Outreach Leadership Team
Last Revised:	February 2026

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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

The Shepparton Youth Residential Rehabilitation (YRR) program is funded by the Victorian Department of Health and provides specialist support to young people aged 16-24 who are experiencing, or are at risk of, mental health challenges. The program offers a safe, supportive, and recovery-focused residential environment designed to assist young people to stabilise, strengthen their wellbeing, and build the skills required for independent living.

The YRR supports participants to develop their capacity to manage their mental health and wellbeing, expand on their daily living skills, and increase confidence in self-care and participation in the community. Participants are supported to access appropriate health and social supports services they need and guided on their journey towards recovery and the life they want.

Support is tailored to each individual's strengths, needs, and aspirations, and is delivered through a combination of one-on-one engagement and group-based programs. The service is delivered in recovery-oriented, person-centred practice and aims to empower young people to build fulfilling and self-directed lives.

A Peer Recovery Worker is an individual who provides support, guidance, and assistance to others who are going through similar experiences that they have personally lived through. These workers use their own experiences of overcoming challenges, such as mental health issues, addiction, trauma, or other life struggles, to connect with and support individuals facing similar circumstances.

This role is unique as it requires someone with a lived experience of mental health to share their personal experiences of their recovery and to engage and empower individuals in their recovery journey. Participation of people with a lived experience of mental illness is an important element of the way in which the YRR program supports people.

Utilising the Wellways Lived Experience Workforce Framework, the Peer Recovery Worker will provide rehabilitation support, as well as acting as a positive role model for program participants and their families. This will support individuals to overcome stigma and encourage personal development. The Peer Recovery Worker will share their experience of mental illness to assist participants, their families, clinicians and the community to better understand the participants perspective and to improve outcomes for participants. In addition, the Peer Recovery Worker will support consumer and carer participation within the service.

Under the support and direction of the YRR & YORS Leadership Team, the role forms part of the Murray team and works collaboratively with the team and other key stakeholders to contribute to effective services delivery and continuous improvement activities in line with program plans, leadership direction and established frameworks

The Peer Recovery Worker position is responsible for the following duties:

- Sharing personal experiences: Peer Recovery Workers draw upon their own lived experiences to relate and connect with individuals who are currently facing similar challenges. They share their stories of recovery, coping strategies, and personal growth to inspire hope and provide a sense of understanding.

- Providing emotional support: Peer Recovery Workers offer emotional support by offering reassurance, encouragement, and understanding. They help individuals navigate difficult emotions, providing comfort and empathy during challenging times.
- Role modelling and empowerment: Peer Recovery Workers serve as role models, demonstrating that recovery and personal growth are possible. By sharing their own journey, they inspire individuals to believe in their own potential for change and encourage them to take positive steps forward.
- Advocacy and system navigation: Peer Recovery Workers assist individuals in navigating complex systems, such as mental health services, addiction facilities, or social welfare programs. They advocate on behalf of individuals, helping them understand their rights, access appropriate services, and overcome any barriers they may encounter.
- Maintaining boundaries and self-care: Peer Recovery Workers are mindful of maintaining appropriate boundaries in their relationships with individuals they support. They prioritise self-care and seek supervision or support for their own well-being, ensuring they can continue to provide effective support to program participants.

Refer to **Attachment 1** for a reference to the overall Wellways organisation structure.

## Responsibilities

Key Functions	Key Performance Indicators
<p><b>Provision of recovery oriented practice</b> Working within the principles of recovery orientated mental health practice</p>	<p>The Peer Recovery Worker will be expected to:</p> <ul style="list-style-type: none"> <li>• Engage participants in developing professional and trusting relationships</li> <li>• Conduct regular face to face support to connect with the participant to monitor and offer support around key areas of development</li> <li>• Assist participants to identify areas of need using key assessment and outcomes measurement tools</li> <li>• Provide direct practical support to participants to attain the skills required to meet the goals identified to ensure social inclusion</li> <li>• Encourage linkages into a range of activities to support achievement of goals, including all other Wellways services.</li> <li>• Develop individually tailored recovery plans with each participant which incorporate specific individual goals focusing on skill and knowledge development, including physical health and wellbeing and housing outcomes</li> <li>• Work with participants, to regularly monitor and update their individual plans to progress in line with the plan</li> <li>• Work actively with participants to plan their exit from the program and assist in building longer term support networks</li> <li>• Ensure that all operational and administrative requirements are completed including regular reporting requirements and accurate record maintenance.</li> <li>• Maintain safe work practices and a safe and healthy environment in accordance with occupational health and safety policies and legislation</li> </ul>

	<ul style="list-style-type: none"> <li>• Ensure adherence to Wellways policies and procedures and all relevant legislation and accreditation standards.</li> </ul>
<p><b>Consumer Participation</b> Engage in ongoing consultation with participants, carers and other relevant parties</p>	<p>This will be achieved through:</p> <ul style="list-style-type: none"> <li>• Engaging participants in the planning, delivery, development, monitoring and evaluation of services</li> <li>• Regularly provide feedback through supervision to support responsive and participant centred service delivery to ensure the program is service aligned with individual needs</li> <li>• Providing services in a culturally competent manner for participants and families from Culturally and Linguistically Diverse (CALD) backgrounds</li> </ul>
<p><b>Team Effectiveness</b> Working as an active member of the program team to ensure the achievement of program goals and the application of best practice frameworks</p>	<p>This will include:</p> <ul style="list-style-type: none"> <li>• Working as part of the team on the basis of an ethos of collaboration, co-operation and mutual support</li> <li>• Support for, and on-going development of, an environment based on shared accountability and effective knowledge sharing</li> <li>• Co-operating with all team members in order to ensure continuity of care and the provision of an exceptional service offer</li> <li>• Actively participating in team meetings, service planning sessions, supervision and staff development activities</li> <li>• Participate in and support Wellways initiatives in the region</li> <li>• Work as an integrated team with clinicians, carers and other individual supports identified by participants</li> <li>• Maintain the standard of cleanliness within the program environments and especially when participants exit from program</li> </ul>
<p><b>Organisational Alignment</b> Contributing to the effective operation and ongoing development of the program to ensure that the program reflects Wellways values, best evidence-based practice and demonstrates innovation</p>	<p>This will be achieved through ongoing contribution and awareness ensuring that:</p> <ul style="list-style-type: none"> <li>• The programs provided reflect the core values of Wellways</li> <li>• Participant needs are regularly reviewed to ensure an effective service aligned with need</li> <li>• Quality systems and standards are subject to ongoing development to support enhanced program delivery</li> <li>• Effective relationships are established and maintained with other organisations, including other lived experience workers in the region and across Wellways, and/or other consumer advocacy services</li> </ul>
<p><b>Stakeholder Engagement</b> Working with the wider community and key stakeholders to support value adding participant outcomes</p>	<p>This will be achieved through:</p> <ul style="list-style-type: none"> <li>• Working with the service system and the local community to ensure an integrated response</li> <li>• Participating in program promotion and developing key linkages with other community agencies, clinical services and other Wellways programs</li> <li>• Participating in the development and delivery of community education in relation to mental health</li> </ul>

	<ul style="list-style-type: none"><li>• Representing Wellways in a variety of settings, including other agencies, members, participants, carers and families to raise awareness of mental illness issues at the local level and to 'market' the organisation regionally</li><li>• Assisting in the support of volunteers and students</li></ul>
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## Essential Requirements, Knowledge, Experience and Skills

<p><b>Qualifications &amp; Essential Requirements</b></p>	<ul style="list-style-type: none"> <li>• Personal experience of a mental illness</li> <li>• Relevant qualifications (generally Certificate IV or above in fields such as Community Services, Peer Work or Mental Health) OR commensurate experience (1+ years) required to work in a support role for people with a mental illness OR Intentional Peer Support training OR the ability to demonstrate study toward these qualifications</li> <li>• Current valid Driver's License and the ability to undertake some travel</li> <li>• Satisfactory National Police Records Check</li> <li>• Satisfactory Working with Children Check</li> <li>• Moderate IT skills</li> <li>• Right to Work in Australia</li> <li>• NDIS Orientation Module</li> <li>• NDIS Worker Screening Check</li> </ul>
<p><b>Technical Knowledge and Experience</b></p>	<p><b>Required:</b></p> <ul style="list-style-type: none"> <li>• Be comfortable to share experiences with the program participants</li> <li>• Ability and commitment to work with participants, carers, health workers, the community and community organisations.</li> <li>• Approachable and accepting attitude.</li> <li>• Ability to advocate on behalf of participants for service improvement and/or ability to engage with others involved in this work.</li> <li>• Ability to build effective partnerships with consumer networks and those managing service delivery in the organisation and the community.</li> <li>• Demonstrated ability to work independently and as part of a team.</li> <li>• Ability to organise and meet deadlines.</li> <li>• Ability to work with culturally and linguistically diverse communities</li> <li>• Ability to work with Aboriginal and Torres Strait Islander people</li> <li>• Ability to work with LGBTIQ+ communities</li> <li>• Commitment to best practice and lived experience/consumer participation.</li> </ul> <p><b>Desirable:</b></p> <ul style="list-style-type: none"> <li>• Prior experience working within the mental health sector and/or community-based organisations</li> <li>• Experience in the delivery and facilitation in groups</li> <li>• Experience in the operation of residential programs</li> </ul>
<p><b>Skills</b></p>	<p><b>Communication</b></p> <ul style="list-style-type: none"> <li>• Effective communication skills (verbal and written), including the ability to write case notes and/or develop reports.</li> </ul> <p><b>Interpersonal</b></p> <ul style="list-style-type: none"> <li>• Strong skills in developing and maintaining relationships with staff and other key stakeholders.</li> </ul>

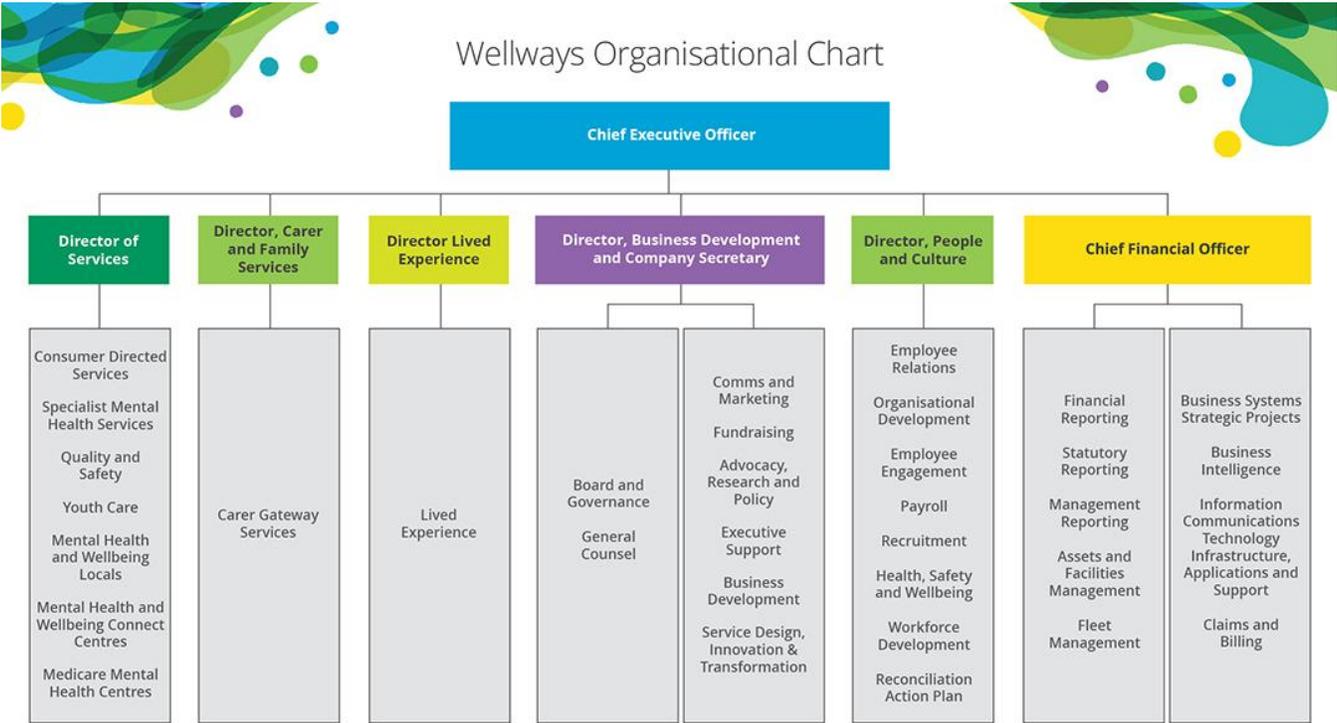
	<ul style="list-style-type: none"><li>• Able to see things from others point of view and confirm understanding of that point of view.</li><li>• Able to express personal views in a constructive and diplomatic manner.</li><li>• Able to reflect on how one's own emotions impact on others.</li><li>• Demonstrated empathy skills and ability to treat all people with dignity and respect.</li><li>• Able to work in partnership with individuals with a mental illness, their families, friends, as well as other members of the organisation and external stakeholders such as clinicians and primary health care providers.</li><li>• Able to support active participation by people with mental illness, their families, and friends in all aspects of service delivery.</li><li>• Able to advocate effectively for participants, their families, and friends, based on their choices.</li><li>• Strong problem-solving skills and ability to think creatively.</li></ul> <p><b>Organising and Planning</b></p> <ul style="list-style-type: none"><li>• Able to identify more and less critical activities and operate accordingly, reviewing and adjusting as required.</li><li>• Able to work within established systems and procedures to guide work and track progress.</li><li>• Able to recognise barriers and find effective ways to deal with them.</li><li>• Able to identify processes, tasks and resources required to achieve a goal</li><li>• Provide appropriate, tailored assessments and facilitate recovery plans for each individual service users.</li><li>• Accurately enter data and reports to the appropriate database or other system, within specified timeframes.</li></ul> <p><b>Self-Management</b></p> <ul style="list-style-type: none"><li>• Able to plan and prioritise work to ensure outcomes are achieved.</li><li>• Takes the time to think things through.</li><li>• Able to anticipate one's own reactions to situations and prepare accordingly.</li><li>• Understanding of, and adherence to, professional ethics and boundaries.</li><li>• Demonstrate self-reflective practice, able to identify areas for further professional or personal development, as well as actively participating in regular supervision.</li><li>• Ability to work alone, off site and independently on site.</li></ul> <p><b>Information Technology</b></p> <ul style="list-style-type: none"><li>• Competent in Microsoft Office Suite</li><li>• The ability to quickly learn and use technology in communication and service delivery</li></ul>
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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: Nil
- Travel Percentage: As required
- On Call: Not Applicable

**Attachment 1**



W1556/6/12/24-v5