

## Position description

Role Title:	State Peer Practice Lead - (Consumer)
Classification:	SCHADS 5
Program Area:	Lived Experience
Location:	State-based
Reports to:	Lived Experience Strategy and Workforce Manager
Last Revised:	January 2026

---

## 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 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 a fair go
- 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 Peer Practice Lead is a senior practice support role operating across designated programs/regions within the Lived Experience Team. The role strengthens peer practice by providing guidance, co-reflection and learning opportunities for Peer Workers, and by coaching managers to apply established peer work principles within allocated services. The role uses existing organisational resources and escalates systemic issues to the Lived Experience Strategy and Workforce Manager.

## Responsibilities

Key Functions	Key Performance Indicators
<p><b>Peer Practice development</b></p>	<ul style="list-style-type: none"> <li>• Provide reflective practice sessions and co-reflection within established frameworks.</li> <li>• Facilitate and contribute to Communities of Practice to promote peer-to-peer learning, knowledge sharing, and professional development within allocated region/programs.</li> <li>• Identify practice themes needs and escalate systemic issues to the Lived Experience and Workforce Manager.</li> <li>• Use existing peer practice resources, guidelines and tools to support the peer workforce within the region/Program</li> <li>• Provide feedback to managers for organizational quality processes.</li> <li>• Support culturally responsive peer practice to reflect the diverse experiences of distress, service access, healing and recovery.</li> </ul>
<p><b>Career development and training</b></p>	<ul style="list-style-type: none"> <li>• Build and maintain relationships that support career development opportunities for the Peer Workforce</li> <li>• Work collaboratively with Program and Regional managers to support capability development of peer workers; and engage with Learning &amp; Development when directed.</li> <li>• Share a working knowledge of reflective practice to inform training and learning within the existing frameworks.</li> <li>• Engage with delivery of activities that support peer practice skills development</li> </ul>
<p><b>Leadership Support</b></p>	<ul style="list-style-type: none"> <li>• Coach managers to strengthen their understanding of peer work and to support peer workers within their region/program.</li> <li>• Provide secondary consultation within established peer practice frameworks and escalate complex matters to the LLE Leadership team or Operational team as appropriate.</li> <li>• Participate in operational initiatives as delegated by management.</li> </ul>
<p><b>Stakeholder relationships</b></p>	<ul style="list-style-type: none"> <li>- Build and maintain regional relationships that support the application of Lived Experience values, peer practice and support for the peer workforce.</li> <li>• Provide input into regional planning and service delivery as it relates to peer practice.</li> </ul>

	<ul style="list-style-type: none"> <li>• Work collaboratively to ensure continuity of practice and shared accountability.</li> <li>• Participate in meetings, supervision and professional development activities.</li> <li>• Support program/regional promotion and develop linkages with Lived Experience Communities in the region.</li> <li>• Contribute to community education and represent Wellways in regional forums.</li> </ul>
--	---

## Essential Requirements, Knowledge, Experience and Skills

<b>Qualifications &amp; Essential Requirements</b>	<ul style="list-style-type: none"> <li>• Publicly disclosed Lived-Living Experience of mental distress, accessing services and personal healing or recovery.</li> <li>• Completion of Level IV certificate in Mental Health Peer Work or similar</li> <li>• Completion of other Peer Work practice models and approaches</li> <li>• Preferred three years' experience in a designated Peer Work role with one yr experience in senior, mentoring or practice support role.</li> <li>• Satisfactory Police Records Check</li> <li>• Satisfactory Working with Children Check</li> <li>• Right to work within Australia</li> <li>• NDIS Screening Check and completion of NDIS Quality and Safeguards Module 'Quality, Safety and You'</li> <li>• Current valid Driver License and the ability to undertake some travel</li> </ul>
<b>Technical Knowledge and Experience</b>	<ul style="list-style-type: none"> <li>• Advanced understanding of peer work practice, peer value, principles and reflective approaches applied within organizational guidelines.</li> <li>• Working knowledge of supervision, co-reflection, equity, human rights and wellbeing-oriented approaches and how these apply to service delivery.</li> <li>• Understanding of supervision and co-reflection and how these apply to service delivery.</li> <li>• Ability to exercise judgement to provide secondary consultation and practice related matters within established frameworks.</li> <li>• Ability to recognize practice trends or issues and escalate systemic matters to leadership.</li> </ul>
<b>Lived-Living Experience knowledge and commitment</b>	<ul style="list-style-type: none"> <li>• Strong knowledge of the history, values and intent of the consumer, lived experience and peer movements</li> <li>• Understanding of peer work as a distinct discipline grounded in mutuality, relational practice and human rights.</li> <li>• Demonstrated capability to draw on lived experience in a purposeful, safe and skillful way to enhance practice.</li> <li>• Commitment to trauma-informed, recovery-oriented, culturally safe and socially just approaches.</li> <li>• Skilled in relationship building, advocacy and supporting diverse perspectives and identities.</li> </ul>

<b>Skills</b>	<p><b>Practice Development</b></p> <ul style="list-style-type: none"> <li>• Ability to facilitate individual and group co-reflection sessions using recognized frameworks to build practice confidence and reflective capability.</li> <li>• Skills in coordinating contributions to Communities of Practice that enable peer-to-peer learning and shared problem-solving.</li> <li>• Ability to give and receive constructive feedback and use reflective insights to support practice quality.</li> <li>• Capacity to work collaboratively with managers to strengthen lived experience literacy and reflective supervision processes.</li> <li>• Capacity to collaborate with other Practice Leads to ensure consistency and alignment of co-reflection approaches within existing frameworks.</li> <li>• Capability to promote culturally responsive peer practice reflecting diverse experiences of distress, accessing services and recovery.</li> </ul> <p><b>Communication and Relationships</b></p> <ul style="list-style-type: none"> <li>• Strong interpersonal skills with the ability to build trust, work effectively with diverse range of stakeholders</li> <li>• Ability to participate in reflective practice as part of Lived Experience Leadership Team and contribute insights.</li> <li>• Capacity to communicate ideas clearly using verbal, written, and visual methods tailored to diverse audiences including frontline staff and managers.</li> <li>• Experience representing an organization in internal and external forums</li> <li>• Ability to build and maintain effective relationships with Peer networks and communities of practice.</li> </ul> <p><b>Information Technology</b></p> <ul style="list-style-type: none"> <li>• Competent in Microsoft Office applications</li> <li>• Proficient in digital collaboration tools such as Microsoft Team and Zoom</li> <li>• Ability to manage shared documents. collaborative editing and contribute to basic project documentation.</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 Direct Reports:  
 Travel Percentage: As required  
 On Call: As required  
 Special Requirements: n/a

## Attachment 1

[Insert Organisational Chart]

**wellways**

mental health | disability | rehabilitation