



Position description

Title of the role:	Peer Worker, PARC2Home
Program Area:	Rehabilitation Services
Location:	North Melbourne
Classification:	SCHADS Level 3 (Schedule B)
Reports to:	Program Manager, PARC
Last Revised:	April 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 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

The Prevention and Recovery Care (PARC) program is a collaborative service between Wellways and Melbourne Health through its division St Vincent's Area Mental Health Services.

The service is a step-down and step-up sub-acute mental health service for those within the catchment areas of the North. PARCs are located in a community setting and provide an option for people who are becoming unwell, or who are in the early stages of recovery from an acute illness and need a short period of additional support to strengthen their gains from spending time in an inpatient setting and to consolidate their community transition and recovery treatment plans. Clinical intervention is provided to PARC through the Area Mental Health Service. The program is staffed 24/7.

Our focus is on recovery and supporting individuals to live independent and fulfilling lives in the community. We do this by working in close partnership with clinical and other partners, the person with the mental illness, their families and friends. It is our goal to assist people in their own pathway to recovery.

PARC2Home operates as an extension of PARC services, bridging the transition from structured recovery care to independent living. It's an outreach community program that reinforces skills, strategies, and connections that promote sustained wellbeing and community integration. By focusing on participant empowerment and recovery-oriented support, PARC2Home plays a vital role in helping individuals navigate their return home with a sense of confidence. This particular role is unique as it requires someone with a lived experience of mental illness to share their personal experiences of their recovery 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

Wellways provides services. Utilising the Wellways Lived Experience Workforce Framework, the PARC Peer Worker will provide rehabilitation support and will act as a positive role model for program participants and their families to overcome stigma and encourage personal development.

The PARC2Home Peer Worker will share their experience of mental illness in order to assist participants, their families, clinicians and the community better understand the participant perspective and to improve outcomes for participants. In addition, the Peer Worker will play a lead role in the service to support consumer and carer participation

Under the support and direction of the PARC Manager, the PARC program forms part of the Northern region and works with the team and other key stakeholders in the ongoing development and effective implementation of organisational and regional strategic plans.

Refer to Attachment 1 for a reference to the overall Wellways organisation structure and for the relationship lines in context of the role.

Responsibilities

Key Functions	Key Performance Indicators
<p>Rehabilitation Services Providing direct support to participants within the framework of the organisations policy and procedures, all applicable legislative standards and any relevant accreditation standards.</p>	<p>Working in the context of the individual, family and community, the Program Worker will be expected to:</p> <ul style="list-style-type: none"> • Attend the morning meeting at PARC to connect with current participants and introduce the program. • Engage referred participants towards the end of their PARC stay to build rapport and develop and trusting relationships • Work with Keyworkers to identify support offered at PARC to ensure continuity of care. • Work with participants to iclarity those areas of need using key PARC2Home Agreement Plan which outlines expectations, focus or goals and the structure of the support post the PARC stay – up to four sessions, maximum five sessions, post PARC. • Holding a caseload of up to 10 participants at any one time. • Support provided via direct outreach in the community, video orvia phone contact Encourage linkages into a range of activities to support achievement of goals, including all other Wellways services • To follow Wellways escalation and handover procedures in response to any change in risk profile, including safety planning and risk management. • Work actively with participants to plan their exit from the program and assist in building longer term support networks • From time to time, participant in group activities to build rapport with participants • Ensure that all operational and administrative requirements are met including regular reporting requirements and records maintenance • Maintain safe work practices and a safe and healthy environment in accordance with occupational health and safety policies and legislation
<p>Team Effectiveness 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"> • Working as part of the team on the basis of an ethos of collaboration, co-operation and mutual support • 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 • Ability to work effectively within a multidisciplinary/clinical environment, maintaining a strong peer-informed and recovery-

	oriented perspective, while recognising and respecting clinical governance frameworks and decision-making responsibilities
Organisational Alignment Contributing to the effective operation and on-going development of the program offer to ensure that the program reflects Wellways values, best evidence-based practice and demonstrates innovation	This will be achieved through on-going contribution and awareness ensuring that: <ul style="list-style-type: none"> • The programs provided reflect the core values of Wellways • Consumer 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
Stakeholder Engagement Working with the wider community and key stakeholders to support value adding participant outcomes	<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 to raise awareness of mental illness issues at the local level and to 'market' the organisation regionally • Assisting in the support of volunteers and students
Other Duties	<ul style="list-style-type: none"> • General office administration and participant duties as require and/or directed by manager

Essential Requirements, Knowledge, Experience and Skills

Qualifications & Essential Requirements	<ul style="list-style-type: none"> • Personal experience of a mental illness • Certificate IV/Diploma in Mental Health, AOD or related field OR Tertiary qualification in a social science OR 1+ year relevant work experience in mental health sector • Current valid Driver’s License and the ability to undertake some travel • Appropriate IT skills • Satisfactory Police Records Check
--	---

	<ul style="list-style-type: none"> • Satisfactory Working with Children Check • Right to Work within Australia • NDIS Worker Screening Check • NDIS Worker Orientation Module completion certificate
<p>Technical Knowledge and Experience</p>	<p>Required:</p> <ul style="list-style-type: none"> • Be comfortable to share experiences with the program participants • Demonstrated experience and skills in working within programs for people with a serious mental illness or their carers • Experience in the operation of residential programs • An understanding of the biopsychosocial model of mental health and how social inclusion principles are applied to service delivery • Demonstrated ability to operate in a way that ensures maximum participation of participants • An ability to establish effective partnerships including liaison, mediation, negotiation and consultation • An ability to work with culturally and linguistically diverse communities and individuals • Commitment to best practice <p>Desirable:</p> <ul style="list-style-type: none"> • Prior experience working within the Mental Health industry or community based organisation • Fluency in other languages
<p>Skills</p>	<p>Communication</p> <ul style="list-style-type: none"> • Effective communication skills, verbal and written including the ability to develop reports. <p>Interpersonal</p> <ul style="list-style-type: none"> • Strong skills in developing and maintaining relationships with staff and other key stakeholders. • Able to see things from others point of view and confirm understanding of that point of view. • Able to express personal views in a constructive and diplomatic manner. • Able to reflect on how one’s own emotions impact on others. <p>Organising and Planning</p> <ul style="list-style-type: none"> • Able to identify more and less critical activities and operate accordingly, reviewing and adjusting as required.

	<ul style="list-style-type: none"> • Able to develop and implement systems and procedures to guide work and track progress. • Able to recognise barriers and find effective ways to deal with them. • Able to identify processes, tasks and resources required to achieve a goal <p>Self Management</p> <ul style="list-style-type: none"> • Strong planning and prioritisation skills, including the ability to manage competing demands, respond to emerging issues, and ensure key tasks and responsibilities are completed within required timeframes • Sound judgement and decision-making, with the ability to assess situations, problem solve independently, and take appropriate action within scope of role • Proactive and forward-thinking approach, anticipating needs, identifying potential risks or gaps, and taking steps to address them before they escalate • Ability to remain organised and task-focused in a dynamic and at times unpredictable environment • Emotional self-awareness and regulation, including the ability to recognise and manage one’s own responses, maintain professionalism, and respond thoughtfully in challenging situations • Confidence to take initiative, while also recognising when to escalate, seek support, or consult with the broader team or clinical partnership as required • Reliability and consistency in following through on tasks, maintaining documentation, and upholding program standards without the need for close supervision <p>Information Technology</p> <ul style="list-style-type: none"> • Familiar in Microsoft Office Suite
--	---

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

