

Position Description

Position Title:	Wellbeing Navigator Peer Welcome and Access
EBA / Award:	SACS Level 4
Classification:	Schedule B
EFT:	1.0
Reports to Operational:	Team Leader Support & Connect
Primary Site:	Yarra Ranges - Lilydale
Last updated:	January 2026

The Mental Health and Wellbeing Local Service is an integrated wellbeing and support service delivered through partnership in the Maroondah and Yarra Ranges Shires. Operating six days a week with extended hours, we provide clinical support, care, and wellbeing services to people aged 26+ experiencing mental health challenges, including co-occurring substance use or addiction.

The service is community-led and co-designed by participants, supporters, and the local community. Partners include Wellways, Access Health and Community, Eastern Health and Onah.

Commitment to Reconciliation

The Mental Health and Wellbeing Local Service and our partners recognise that Aboriginal and Torres Strait Islander people have not always been well-served by mental health and disability organisations. Their social and emotional wellbeing has been impacted by generations of trauma, injustice and deprivation. As partner organisations, we recognise our responsibility in addressing these issues of injustice, inequality and stigma as part of ensuring our services are both welcoming and helpful for people and their families. As part of our commitment to reconciliation, we are working to create culturally aware and safe services for First Nations Community Members.

Role Purpose

The Wellbeing Navigator Peer – Welcome & Access, employed by Wellways, is a part of the Support and Connect Team, a Lived Experience led team comprising of Wellbeing Navigator Peers, Senior Wellbeing Navigator Peer and Lived Experience Team Lead. This is a rare and exciting opportunity to work in a large team of peers, where Lived Experience is not just included

but actively leads the work. This role is central to ongoing Mental health reform work in Victoria and contributes to a growing service system that places community choice and connection at the centre of care.

This is a designated Consumer Lived Experience position. The role is grounded in Lived Experience values and Intentional Peer Support framework and focuses on initial contact with participants, intake support, waitlist engagement, brief or single session peer support and service navigation. This role will also hold a small caseload for ongoing one to one peer support.

You will walk alongside people experiencing mental health and/or alcohol and other drug challenges supporting them to explore what matters to them, access the supports they choose, and build connection, hope and self-determination. You will be a part of a safe, empowering workplace and team built on mutuality, respect and a shared commitment to mental health systems transformation.

Key Responsibilities include

- Provide Peer Support using the Intentional Peer Support framework, drawing on your lived experience of recovery to create space for mutuality and connection.
- Provide a consistent peer presence within the Welcome Space and at our co location sites throughout the Yarra Ranges, offering a warm, inclusive first point of contact for people accessing the Local
- Support intake and waitlist engagement, including offering peer support to people as they are waiting for ongoing support.
- Support a small case load of participants through outreach, in reach, phone and telehealth based on their needs and preferences
- Support service navigation helping participants to access supports aligned with their goals, strengths, needs and choices.
- Participate in community engagement activities from a Lived Experience perspective.
- Be part of and help shape a culture that respects and centres lived experience and contributes to the growth of the lived experience workforce.

Required Values & Behaviours

Authenticity and Integrity: Bring whole selves to work, recognizing community and wellbeing belongs to all

Compassion: Commit to compassionate approach and understanding, leading with curiosity

Respectful Collaboration: Respect different experiences and organizational views, recognizing we all have something to learn

Quality and Safety:

- Identify and report risks promptly with prevention strategies
- Take reasonable care for personal and consumer safety
- Participate in workplace health and safety initiatives
- Comply with all policies and procedures
- Maintain confidentiality per privacy legislation
- Involve consumers/carers in quality improvement activities

Excellence and Appreciation: Evidence-based work with continuous quality improvement for excellent outcomes

Commitment to Reconciliation: Work towards culturally aware and safe services for First Nations Community Members

Key areas of accountability

Area	Deliverable
<p>Welcome Space, Intake, Peer Support</p>	<ul style="list-style-type: none"> • Purposefully draw on your personal Lived Experience of recovery to build mutual connection and offer support that builds hope, self-determination and personal growth • Be the first point of contact for participants accessing the Local, ensuring a welcoming, respectful and empowering experience. • Provide Peer Support using the Intentional Peer Support framework to participants accessing the Welcome Space including those on our waitlist or looking for brief support • Maintain a strong Peer presence promoting safety, consistency and trust within the Welcome Space. • Support intake processes from a Lived Experience Perspective ensuring people feel heard, informed and supported in decision making. • Support participants to explore what wellbeing means to them and walk alongside them as they identify, access and engage in a range of health, social and community supports • Apply human rights, trauma informed and recovery-oriented principles to all areas of work • Embody and embrace Lived Experience values and principles of recovery, strength, ability and possibility to build connections with participants, colleagues and service providers.
<p>Teamwork, Culture and Professional Practice</p>	<ul style="list-style-type: none"> • Participate actively in supervision, co reflection and team meetings • Contribute to a positive team culture that values diverse Lived Experiences, shared learning and inclusion. • Maintain accurate and timely records of contacts and other activities using MMEX. • Undertake any additional tasks that reasonably fall within the scope of the role.

<p>Safety and continuous quality improvement</p>	<ul style="list-style-type: none"> • Encourage the safety and well-being of participants and escalate any concerns, issues or incidents arising in line with the Escalation Guideline. • Complete incident reports in Riskman in line with the Incident Management Guideline. • Support the maintenance of a safe and healthy working environment by following work health and safety policies and procedures, including location specific training. • Commitment to ongoing personal and professional development • Engage and encourage Participant feedback to improve service delivery outcomes.
<p>Effective and efficient information and knowledge management</p>	<ul style="list-style-type: none"> • Apply the principles of privacy and confidentiality that emphasise and respect the rights and responsibilities of each person ensuring participants and others are treated fairly and with mutual respect • Ensure documentation is maintained in the participant management system as required to meet statutory requirements and Policy

Key Requirements

Area	Description
Qualification / Role Experience	<ul style="list-style-type: none"> • Personal experience of distress, trauma, mental illness and/or substance use and the recovery journey, accessing and navigating health carer services, including mental health services and a willingness to draw upon your experiences and recovery journey to inform your work • Minimum qualification in Intentional Peer Support, SHARC Peer worker training, Certificate IV Mental Health Peer work, Certificate IV in AoD • Strong understanding of the principles of recovery-oriented practice and peer work values and principles. • Prior employment as a peer worker (desirable)
Required skills	<ul style="list-style-type: none"> • Ability to promote and contribute to a culture of hope and optimism through the sharing of your recovery journey to support participants and the team. • Ability to build genuine, respectful relationships and connect with people from a range of backgrounds, identities and experiences • Knowledge of and ability to promote and contribute to a trauma informed culture and environment. • Experience in establishing empowering and supportive partnerships with individuals, families and carers. • Demonstrated ability to use lived/living experience in a meaningful and purposeful way. • Understanding of and demonstrated commitment to diversity and social inclusion. • Ability to model positive behaviours, emotional maturity, positive coping skills and resilience. • Self-awareness and openness to self-reflection and growth • Ability to effectively organise your time, prioritise tasks and meet deadlines. • Ability to respect and appreciate the diverse perspectives and expertise of colleagues across a range of disciplines, fostering effective collaboration within a multidisciplinary team. • The ability to express personal views and tackle sensitive information in a constructive and diplomatic manner.

Information Technology	<ul style="list-style-type: none"> • Demonstrated ability to learn and adapt to various technology platforms • Basic skills in Microsoft Office Suite and Client Record Management systems
Compliance	<ul style="list-style-type: none"> • National Police Check • Victorian Drivers Licence • Working with Children Check • Evidence of right to work in Australia • NDIS Workers Screening Check • NDIS Workers Orientation Modules • 100 points of identification
Other Desirable	<ul style="list-style-type: none"> • Prior experience working within the Mental Health or AOD sectors, or a community-based organisation. • Willingness to travel and work within the community service by the Local. <p>Welcomed:</p> <p>We are committed to employing people with diverse backgrounds and experiences and encourage applications from:</p> <ul style="list-style-type: none"> • People who identify as Aboriginal and or Torres Strait Islander • People who identify as gender diverse, living with a disability or culturally and linguistically diverse.