

Position Description

Title of the role	Senior Worker: Intake & Service Navigation
Program Area	Psychosocial Support Services
Classification	SCHADS Level 4
Schedule	Schedule B
Location	Gippsland
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 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 Psychosocial Support Services has intentionally been developed underpinned by evidence and through co-design with participants, carers, and referrers to ensure timely, needs-based, capacity building services which not only support mental health recovery and exit from services, but the assessment and successful navigation through to NDIS and ongoing psychosocial supports under NDIS.

Funded by Gippsland Primary Health Network, the PSS program will deliver psychosocial services through the established mental health stepped-care model.

The service will operate Monday to Friday and will provide flexible and timely service to ensure accessibility for all. In particular, the Senior Worker: Intake & Service Navigation will:

- Provide Support & Supervision to the PSS Intake & Service Navigation team members, and where required, to a small number of additional team members as directed by the Coordinator.
- Provide oversight of care coordination and operational systems to ensure an efficient, effective, and viable service.
- Coordinate program and operational supervision within the Intake & Service Navigation team.
- Lead a team to deliver high level support services and maximise engagement of people at risk.
- Maintain clinical governance standards of the service including human resource management, quality systems and risk management to ensure safe, effective service delivery
- Develop and sustain effective working relationships with all key stakeholders
- Oversee collection of service performance and evaluation as required.
- Community promotion and engagement of service.
- Manage a small caseload

Under the support and direction of the Co-ordinator, the role forms part of the Gippsland leadership team and works with the team and other key stakeholders in the ongoing development and effective implementation of the Gippsland regional and program plans.

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

Responsibilities

Key Functions	Key Performance Indicators
<p>Program Development Under the support and direction of the PSS Program and Practice Coordinator, Mental Health Services, ensure the on-going development of the program offer</p>	<p>The Senior Worker: Intake & Service Navigation supports the program outcomes to:</p> <ul style="list-style-type: none"> • Ensure that the programs provided reflect the core values of Wellways. • Ensure the on-going review of consumer needs to maintain an effective service aligned with need. • Contribute to the on-going development of quality systems and standards and research and evaluation activities to support enhanced program delivery. • Ensure that processes are monitored for quality-of-service delivery and data integrity. • Providing services in a culturally sensitive manner for participants and families from First Nations, CALD and LGBTQIA communities • Contribute to the establishment and maintenance of partnerships with other organisations to support the Wellways' strategic plan, e.g. Gippsland PHN; Department of Families, Fairness and Housing; Latrobe Regional Hospital
<p>Program Coordination Co-ordinating team resources (human capital, financial capital, physical assets) within the framework of the organisations policy and procedures, all applicable legislative standards, and any relevant accreditation standards.</p>	<p>Specifically, the Senior Worker is responsible for:</p> <ul style="list-style-type: none"> • Staff recruitment, including student placements, using Wellways standard employment processes, ensuring that each staff member is appropriately orientated, supported, supervised, and developed. • Ensuring program activities meet service delivery objectives. • Identifying service gaps and issues that impact on service delivery <p>Maintaining a high level of administration and continuous improvement:</p> <ul style="list-style-type: none"> • Ensuring individual plans for participants of the program are in place and are continuously reviewed. • Ensure all operational and administrative requirements are met including OH&S reporting, fleet management, finances, purchasing, QDC and other such requirements. • Ensuring compliance with service level agreements. • Ensuring that participant complaints/issues are promptly addressed.

<p>Team Effectiveness</p> <p>Working as an active member of the team, contribute to the achievement of program goals and the application of best practice frameworks.</p>	<p>This will include:</p> <ul style="list-style-type: none"> • Supporting an effective team based on an ethos of collaboration and co-operation and mutual support. • Support for, and on-going development of, an environment based on shared accountability and effective knowledge sharing. • Role modelling Wellways values and behaviours to ensure the success of the program offer. • Monitoring the risk profile within areas of responsibility and making recommendations and taking action to ensure that risk management strategies are developed and implemented e.g. grievance and dispute resolution activities. • Engagement and promotion of Wellways services and activities in Gippsland and beyond. • Other activities as directed.
<p>Organisational Alignment</p> <p>Working as part of the leadership team, contribute to the development of program and regional plans</p>	<ul style="list-style-type: none"> • Supporting the development of the service provision strategy and future service provision opportunities based on sound knowledge of external and internal environments, particularly community/social drivers/needs. • Working to prioritise needs and program opportunities in line with funding and other financial considerations. • Supporting the on-going enhancement of the Wellways culture to ensure effective strategy implementation. • Supporting the reputation of Wellways as value adding service provider and a key advocate for mental health reform. • Fostering effective communication and maintaining positive relationships with strategic internal and external stakeholders. • Contribute to the establishment and maintenance of partnerships with other organisations to support Wellways strategic plan. • Enhancing the capacity of Wellways in reporting on and publishing program innovations and evaluations.
<p>People Development</p> <p>Supporting the development of people capability and supporting the integration of organisational values</p>	<p>Working with the Co-ordinator and Regional Manager to ensure:</p> <ul style="list-style-type: none"> • Effective co-ordination of program staff including identifying current and projected knowledge, skills and staffing required for delivery of services. • Supporting talent development and succession for the area, particularly through effective PDR supervision and staff development activities. • Supporting projects as required to address current and future organisational supports needs of Wellways.

Stakeholder Engagement

Working with the wider community and key stakeholders to support value adding participant outcomes

- Participation in developing and maintaining strong partnerships with key stakeholders, including but not limited to LBGQTIA+ organisations, reference groups and communities.

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 the Social and Emotional Wellbeing.
- Participation in community engagement activities and attendance of local days of cultural significance/events.
- 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 market the organisation regionally.
- Provide support and direction to volunteers and placement students.

Essential Requirements, Knowledge, Experience and Skills

<p>Qualifications & Essential Requirements</p>	<ul style="list-style-type: none"> • Minimum Diploma in Mental Health • Experience in working in a support role for people with mental health conditions. • Current valid Driver's License and the ability to undertake some travel. • Appropriate IT skills • Satisfactory National Police Records Check • Current Working with Children • Right to Work within Australia • Proof of identity • NDIS (National Disability Insurance Scheme) Worker Orientation Module Certificate and NDIS Worker Screening Check
<p>Technical Knowledge and Experience</p>	<ul style="list-style-type: none"> • Experience in establishing and maintaining positive engagement with communities and organisations. • Demonstrated experience / knowledge in working with people with mental health conditions. • Demonstrated experience /knowledge in working with psychosocial NDIS participants. • Demonstrated experience/knowledge in working with families/carers. • An understanding of the biopsychosocial model of mental health and how social inclusion principles are applied to service delivery. • Experience in or willingness to co-ordinate, supervise and lead a team. • Demonstrated ability to operate in a way that ensures maximum participation of participants and their families/carers. • An ability to participate in 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"> • Leadership experience • Prior experience of case management of individuals and families

	<ul style="list-style-type: none"> • Prior experience in the delivery community education and capacity building initiatives.
Skills	<p>Staff coordination</p> <ul style="list-style-type: none"> • Demonstrated ability in developing and leading staff in a way that ensures maximum staff participation and potential. • The ability to communicate effectively and motivate team members. • The ability to seek innovative, action-oriented solutions. • The ability to identify potential issues and setbacks and guide colleagues to optimise outcomes. • Perceptive, intelligent, and able to reason through problems.
	<ul style="list-style-type: none"> • Trusting of one's own ability and being able to listen to and consider constructive feedback and reflect on one's actions in a balanced way. <p>Operational planning skills</p> <ul style="list-style-type: none"> • The ability to develop an integrated perspective of the organisation's and region's services and identify suitable opportunities which may add value. <p>Analytical skills</p> <ul style="list-style-type: none"> • Able to demonstrate strong analytical and decision-making skills to support effective program design and evaluation, effective allocation of resources to achieve key objectives and strategic planning activities. <p>Communication</p> <ul style="list-style-type: none"> • The ability to liaise, consult and negotiate effectively including an ability to encourage participation and develop effective partnerships with stakeholders. • Effective communication skills, verbal and written including the ability to develop reports, and support the development of funding submissions and recommendations on complex service issues. • Ability in public speaking and formal presentations. <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: 2

Travel Percentage: As required

On Call: n/a

Special Requirements: n/a

