



Position description

Title of the role:	Senior Youth Recovery Worker
Classification:	Non-Award Contract
Program Area:	Youth Outreach Recovery Service (YORS) & Youth Residential Rehabilitation (YRR)
Location:	Great South Coast, Western Vic
Reports to:	Team Leader of Youth Residential Recovery and Youth Outreach Recovery
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 a mental illness, 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 for people with a mental illness and their families.

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 Senior Youth Recovery Worker provides advanced psychosocial support to young people aged 16–25 engaged in the Youth Outreach Recovery Service (YORS) and Youth Residential Rehabilitation (YRR) programs. The role sits above Youth Outreach Recovery Workers and Youth Residential Rehabilitation Key & Support Workers and operates under the direction of the Team Leader.

The Senior Youth Recovery Worker is responsible for the provision of high-quality, recovery-oriented practice with young people with complex mental health and psychosocial needs, while also providing day-to-day practice guidance, support and delegation of tasks to workers across both programs as directed by the Team Leader.

The role does not hold line management responsibility but plays a senior practice role, contributing to service coordination, continuity of care, mentoring of staff, and the consistent application of best practice frameworks across outreach and residential settings. When the Team Leader is on approved leave, the Senior Youth Recovery Worker will assume delegated Team Leader responsibilities to ensure continuity of service delivery, operational oversight and staff support. The role will also assist the Team Leader with recruitment activities, including participation in shortlisting, interviews and onboarding processes, as delegated.

The position works collaboratively within Wellways and with external stakeholders to support effective service delivery, positive participant outcomes, and alignment with Wellways' vision, mission and strategic objectives. Refer to Attachment 1 for a reference to the overall Wellways organisational structure and the relationship lines in context of the role.

Responsibilities

Key Functions	Key Performance Indicators
<p>Provision of recovery-oriented practice Working within the principles of recovery orientated mental health practice</p>	<p>In the context of the individual, family, community and the principles of recovery, the Senior Youth Recovery Worker will:</p> <ul style="list-style-type: none"> • Engage participants, their families and friends in the program where appropriate and develop professional and trusting working relationships. • Conduct regular face to face support visits to connect with the person and to monitor and offer support around key areas • Conduct comprehensive assessments with participants to identify areas of need, including psychosocial needs, using the tools available Encourage linkages into a range of activities to support achievement of goals, including all other Wellways services. • 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. • Provide direct practical support to participants to develop the skills required to achieve their goals including social inclusion, community participation and independence, through individual and group activities as appropriate. • Educate and support participants on harm reduction strategies to manage substance use comorbidities, including access to drug and alcohol supports and relapse prevention planning. • Provide psychoeducation to participants, families and carers to build understanding of mental health, recovery and available support. • Support participants to understand and access the NDIS, including assistance with planning and connecting to appropriate funded supports. • Work collaboratively with participants to develop comprehensive exit plans that consolidate recovery gains and build longer term community support networks. • Assist workers to respond to escalated or complex participant presentations, including risk, mental health deterioration and psychosocial stressors.
<p>Practice support and delegation Supporting staff practice and service delivery</p>	<ul style="list-style-type: none"> • Undertake delegated responsibilities from the Team Leader to support day-to-day operational and practice needs across YORS and YRR. • Provide on-the-ground guidance, coaching and mentoring to Youth Outreach Recovery Workers and YRR Workers. • Support staff to apply recovery-oriented, trauma-informed and culturally responsive practice. • Assist with onboarding, shadowing and skill development of new staff, students and volunteers as required. • Promote consistency of practice, documentation and service

	delivery across both programs.
<p>Compliance & Quality Ensure all documentation reporting and practice standards are met in accordance with legislative, accreditation and organisational requirements.</p>	<ul style="list-style-type: none"> • Ensure that all operational and administrative requirements including case notes, rostering shifts, assessments, recovery plans and data are met including regular reporting requirements and records maintenance, within required timeframes • Maintain safe work practices and a safe and healthy environment in accordance with occupational health and safety policies and legislation • Ensure adherence to Wellways policies and procedures and all relevant legislation and accreditation standards • Participate in service review and development activities, including team meetings, audits, performance review plans and supervision
<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>	<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. • Actively participating in team meetings, service planning sessions, PDR supervision and staff development activities. • Participate in continuous improvement processes for the purpose of enhanced program delivery.
<p>Stakeholder Engagement Working with the wider community and key stakeholders to support value adding participant outcomes</p>	<ul style="list-style-type: none"> • Work with the service system, clinical partners and the community to ensure an integrated and coordinated response to participant needs, including through the establishment of participant care teams and referral to vocational rehabilitation and other community supports. • Participating in program promotion and developing appropriate linkages with other community agencies, clinical services and other Wellways programs. • 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.

Essential Requirements, Knowledge, Experience and Skills

<p>Qualifications & Essential Requirements</p>	<ul style="list-style-type: none"> • A Diploma qualification or above, or commensurate experience in working in a support role for Young People with mental health issues and dual diagnoses. • Current valid Driver’s License and the ability to undertake travel across the municipalities of the Great South Coast. Other travel may also be required across the Region as directed by the Team Leader or Regional Manager. • Appropriate IT and Microsoft Office Suite skills • Satisfactory Police Records Check • NDIS Worker Orientation Module Certificate • NDIS Workers Screening Check • Satisfactory Working with Children Check • Right to Work within Australia
<p>Technical Knowledge and Experience</p>	<p>Required:</p> <ul style="list-style-type: none"> • Proven experience in working in the youth mental health sector. • Demonstrated experience and skills in working within programs for youth with complex support needs who may also experience associated risk factors such as substance abuse, rough sleeping or self-harm • An understanding of recovery 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 and collaboration including liaison, mediation, negotiation and consultation • Commitment to best practice • Understanding of the NDIS and service models • An ability to work with culturally and linguistically diverse communities and individuals particularly the local indigenous community <p>Desirable:</p> <ul style="list-style-type: none"> • Experience working across both outreach and residential rehabilitation settings • Prior experience in a Mental Health, dual diagnosis or community services setting • Prior experience working with youth/young adults • Experience contributing to service development or quality improvement activities • Understanding of AOD support needs and issues highly regarded

<p>Skills</p>	<p>Communication</p> <ul style="list-style-type: none"> • Highly developed verbal and written communication skills, including professional documentation and reporting. <p>Interpersonal</p> <ul style="list-style-type: none"> • Strong relationship-building skills with participants, staff and stakeholders. • Able to collaboratively work across the organisation • Strong relationship-building skills with participants, staff and stakeholders. • Ability to provide constructive guidance and feedback to peers. • Able to see things from others point of view and confirm understanding of that point of view <p>Organising and Planning</p> <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 • Ability to prioritise tasks, coordinate delegated responsibilities and support workflow across programs <p>Self-Management</p> <ul style="list-style-type: none"> • Able to plan and prioritise work to ensure outcomes are achieved • Able to anticipate one’s own reactions to situations and prepare accordingly • Demonstrated reflective practice, professional accountability and commitment to ongoing learning <p>Computer</p> <ul style="list-style-type: none"> • Effective data entry skills • Able to access latest research • Knowledge of data systems such as Carelink and an ability to maintain accurate and up to date records and to interpret data • Competent in Microsoft Office Suite and client management systems, with strong attention to data quality
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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: No

Special Requirements: No

Wellways Organisational Chart

