

Position Description

Role	Peer Wellbeing Navigator – First Nations
EBA / Award	SCHADS Award
Classification	Schedule B, Level 4
Direct Operational Report	Team Leader
Primary Site	Gladstone
Last updated	May 2026

Be at the forefront of mental health reform

Wellways in partnership with Clarity Health Care will soon be opening the Country to Coast Medicare Mental Health Centre, with locations across Sunshine Coast, Rockhampton, Gladstone and Bundaberg. The Medicare Mental Health Centres, formerly Head to Health, are an important part of the Australia's reformed mental health and wellbeing system.

Funded by Country to Coast QLD, through the Australian government's Primary Health Network (PHN), the Country to Coast Medicare Mental Health Centre will provide the community with a free, safe and welcoming space to access mental health advice, supports and services. Walk-ins will be welcomed, services are confidential, and no appointment or referral will be needed.

The Role

The Peer Wellbeing Navigator – First Nations will be employed by Wellways and work within the Wellbeing Team based at Gladstone location.

Role Purpose

Utilising your First Nation lived experience, coupled with skills learned through education and training, you will support First Nations people impacted by mental health challenges, psychological distress and substance use or addiction.

This role will work with other disciplines to instil hope through positive role modelling, offering practical ways of overcoming the day-to-day barriers and challenges faced by all whilst walking a recovery journey, alongside understanding and supporting the unique factors impacting First Nations communities.

MEDICARE MENTAL HEALTH CENTRES

Main responsibilities of the role include:

- Providing Intentional peer support
- Providing one on one service navigation and care planning
- Providing culturally safe care
- Facilitating culturally appropriate group peer sessions
- Capacity building
- Supporting engagement with therapeutic supports

Making a Difference

You will play a vital role in ensuring that participants, carers, and their families receive valuable and supportive mental health care. This role will guide people through an intentional journey of evidence-based care and support, supporting people to achieve wellbeing and optimal participation in the community. You will play an integral role in changing and shaping the way mental health services are delivered with the community.

This is your chance to join a new service and shape the future of mental health and wellbeing in Queensland to ensure that everyone is supported and included.

Commitment to Reconciliation

Medicare Mental Health Centres know 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.

About Wellways

Wellways supports people's social, emotional, and physical wellbeing through community-based services.

With over 45 years' working with people, their family, friends, and carers, Wellways is a not-for-profit provider that delivers services through partnership across five Australian states and territories.

Founded by a community of family carers as an advocacy group, Wellways puts lived experience at the centre to provide free, safe, and inclusive mental health and disability services to people in their chosen communities.

MEDICARE MENTAL HEALTH CENTRES

About Clarity Health

Clarity Health Care aims to provide an alternative to the hospital setting for individuals experiencing severe mental illness.

Clarity Health Care's workforce design emphasises collaboration and continuity of care, guided by the recovery model and bio-psycho-social model. The organisation has experience in managing complex cases and offers nationally delivered services through telehealth and clinics in Victoria and Tasmania.

Key Areas of Accountability

Area	Description
Culturally appropriate and quality service delivery	<ul style="list-style-type: none">• Reconnect First Nations people to culture, land and Community• Understands, observes and implements First Nations cultural protocols• Using the Peer Support Principles, undertake intake, planning and assessment, and ensure all documentation is provided to the relevant service team promptly• First Nations participants and carers are supported using practice standards aligned with Wellways Reconciliation Action Plan• Work with First Nations people and carers to develop an agreed culturally safe action plan that reflects their aspirations, responds to their current support needs, and contributes to their overall health and wellbeing• Proactively help participants to identify, engage and remain engaged with the range of health and social care services identified, as well as access local social and community activities• Collaborate with clinical partners to create safety assessments, develop action and safety plans to mitigate potential risks, providing follow up support and escalating concerns to Team Leader or delegate• Maintain strict participant confidentiality while reinforcing the participant's rights and responsibilities• Build peer relationships using the Intentional Peer Support model• Facilitate and participate in joint planning/case conferencing to ensure a coordinated response between the participant's health, wellbeing, disability supports and other needs

MEDICARE MENTAL HEALTH CENTRES

	<ul style="list-style-type: none"> • Where participant, carer and family needs are best met through other agencies, advocate with those agencies to access assistance • Ensure any referrals and service confirmation is provided to service delivery teams with accurate and complete information that allow for the timely commencement of service(s) • Adhere to protocols and agreements between consortium partners and relevant service providers, ensuring positive interactions with internal/external stakeholders • Maintain a good working knowledge of and adherence to standards and legislation relevant to the role (such as Child Safe Standards, Aged Care Act etc) and actively promote compliance to any such standards and legislation • Ensure documentation is maintained in the participant management system as required to meet statutory requirements including statistical data for reporting purposes • Evaluate the effectiveness of In-Person Peer support sessions through the use of Surveys and other means as appropriate • Undertake any additional tasks that reasonably fall within the scope of the position
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Key Requirements

Area	Description
Qualifications or Experience	<ul style="list-style-type: none"> • Is acknowledged by First Nations community and leadership • Certificate IV/Diploma in Mental Health, AOD or Tertiary Qualification in Social Science, or • 1+ year relevant work experience in the Mental Health Sector or Intentional Peer Support Training • Demonstrated strong connection with First Nations communities and demonstrated strong understanding of the lived experiences of First Nations communities on Country
Knowledge and Skills	<ul style="list-style-type: none"> • Personal experience of a mental illness, psychological distress, substance use and recovery • Be comfortable to share personal experiences with program participants within a safe and supported way • Demonstrated skill in establishing, empowering and supportive partnerships with individuals, families, and carers

MEDICARE MENTAL HEALTH CENTRES

	<ul style="list-style-type: none"> • A commitment to Person centered practice and maximising the opportunities and support for people with a mental illness or psychological distress within their First Nations communities • Able to plan, prioritise and work independently to ensure outcomes are achieved • The ability to express personal views and tackle sensitive information in a constructive and diplomatic manner • An understanding and demonstrated commitment to social inclusion and diversity
Information Technology	<ul style="list-style-type: none"> • Basic skills/willingness to learn skills in Microsoft Office Suite and CRM systems
Compliance	<ul style="list-style-type: none"> • 100 points of identification • Evidence of right to work in Australia • Drivers Licence • National Police Check • International Police (if required) • Working with Children Check - Blue Card • NDIS Workers Screening Check • NDIS Workers Orientation Modules – free online course
Other	<ul style="list-style-type: none"> • Willingness to travel for role if required • Willingness to work a rotating roster if required <p>Desirable</p> <ul style="list-style-type: none"> • Prior experience working within the Mental Health or AOD sectors, or a community-based organisation • Personal lived experience of mental health challenges or have cared for someone who has • People living with a disability and Culturally and Linguistically Diverse people and people who identify as LGBTIQ+ are encouraged to apply

MEDICARE MENTAL HEALTH CENTRES

Required Values and Behaviours

Area	Description
Authenticity and Integrity	<ul style="list-style-type: none"> We will bring our whole selves to the table and work from a position of trust and belief in the other, recognising community and wellbeing belongs to all of us. We are committed to leading a culture that is helpful and understands people exist and have complex intersectional circumstances that can lead to psychological distress.
Compassion	<ul style="list-style-type: none"> We will commit to a compassionate approach and understanding leading with curiosity.
Respectful Collaboration	<ul style="list-style-type: none"> We are respectful and recognise the power in our different experiences and organisations work views and recognise we all have something to learn from each other.
Quality and Safety	<ul style="list-style-type: none"> Ensure any risks are identified and reported promptly and that prevention strategies are implemented to ensure the safety of all participants. Ensure and take all reasonable care for your personal safety and the safety of, participants and colleagues. Actively participate in workplace health and safety initiatives and consult with colleagues and management in relation to issues that impact on the safety of the workplace. Comply with all Policies and Procedures Maintain confidentiality as per the Medicare Mental Health Centre policies and procedures and in accordance with relevant privacy and health records legislation. Actively involve participants and/or carers in quality and safety improvement activities. Maintain up-to-date immunisation status related to own health care worker category. Ensure that the principles of general and participant manual handling are adhered to

MEDICARE MENTAL HEALTH CENTRES

<p>People & Culture</p>	<ul style="list-style-type: none"> • Act in accordance with the 'Code of Conduct' and 'Workplace Behaviour' Policies. • Actively participate in relevant professional development. • Display high levels of professional behaviour at all time
<p>Equality and Equity</p>	<ul style="list-style-type: none"> • We will strive for equality and equity in our approach to partnership and the community we serve. • We aim to break down the barriers of power and privilege recognising we come together toward a common goal.
<p>Honesty and Courage</p>	<ul style="list-style-type: none"> • We will have robust feedback mechanisms in our model of care and governance structure to actively engage with community and participants to ensure we are meeting their needs and we are accountable to these. • We lean into difficult conversations realising this is when there is the greatest opportunity to learn.
<p>Excellence and Appreciation</p>	<ul style="list-style-type: none"> • Our work will be evidence based and we commit to continuous quality improvement processes to ensure the people using our service have excellent outcomes.
<p>Commitment to reconciliation</p>	<ul style="list-style-type: none"> • Demonstrates commitment to reconciliation. • Work towards creating culturally aware and safe services for First Nations Community Members.