

Position description

Title of the role:	Wellbeing Worker
Classification:	SCHADS Level 3
Schedule:	Schedule B
Program Area:	Youth Step Up Step Down
Location:	ACT
Reports to:	Program Coordinator
Last Revised:	February 2025

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

Wellways Step-Up Step-Down (SUSD) is a recovery focused residential program that aims to prevent relapse and assist people in recovery from an acute episode of mental illness. It provides a 'step up from the community into a highly supportive environment for individuals who may be becoming unwell and at risk of hospital admission. It also provides a 'step down' for unwell individuals admitted to a psychiatric in-patient unit who would benefit from additional support to transition back into the community. Wellways facilitates an Adult and Youth program, with the Adult SUSD catering to individuals aged between 25 years and 65 years, and the Youth program 18 years and 25 years old.

The Wellbeing Worker will work with participants to address key development areas that support establishing appropriate social skills, leadership, decision-making, teamwork, healthy lifestyle, community service, responsibility, self-identity, self-esteem and resilience. A key outcome will be supporting the participant to identify and nurture natural supports that sustain recovery and assist in the development of self-management skills.

The SUSD program:

- Is delivered in a home-like environment with between 5-6 other participants at a time
- Is guided by a comprehensive needs assessment
- Is tailored to the specific and changing needs of the individual and their family
- Provides practical assistance in:
 - Developing living skills
 - Engaging in education and employment
 - Making lifestyle choices, for example those related to diet, exercise, smoking and drug and alcohol use
 - Engaging in other healthy and meaningful activities
 - Improving relationships with family and friends, and
 - Facilitating access to other services such as income support, employment, accommodation, drug and alcohol and other health services

Position Summary:

The Wellbeing Worker will work with staff and participants to address key development areas that support establishment of: social skills, leadership, decision making teamwork, healthy lifestyle, community service, responsibility, self-identity, self-esteem and resilience. A key outcome will be supporting the participant to identify and nurture natural supports that sustain recovery and assist in the development of self-management skills.

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

Responsibilities

Key Functions	Key Performance Indicators
<p>Provision of recovery oriented practice</p> <p>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 Wellbeing Worker will:</p> <ul style="list-style-type: none"> • Engage participants and develop professional and trusting relationships with all relevant stakeholders. • Regularly spend time face-to-face to connect with the person and to monitor and offer support around key areas. • Follow direction from Recovery and Rehabilitation Workers in assisting participants to meet key assessment and outcomes measurement goals. • Encourage linkages into a range of activities to support achievement of goals, including all other Wellways services. • Follow 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 attain the skills required to meet the goals identified to ensure social inclusion, including group activities as appropriate. • Assist participants to regularly monitor and update their individual recovery plans. • Aid participants with activities of daily living. • Participation in the delivery and support of the SUSD group program and responsibility for at least one agreed group activity per week. • Maintain safe work practices and a safe and healthy environment in accordance with occupational health and safety policies and legislation. This includes adherence to all Wellways policies relevant to participant and staff member boundaries, privacy and confidentiality, code of conduct etc.
<p>Consumer and carer participation</p> <p>Engage in ongoing consultation with participants, carers and other relevant parties</p>	<p>This will be achieved through:</p> <ul style="list-style-type: none"> • Support engagement of participants in the planning, delivery, development, monitoring and evaluation of services • Support the regular review of the ways in which services are provided to ensure the program is service aligned with individual needs. • Providing services in a culturally competent manner for participants and families from Culturally and Linguistically Diverse (CALD) backgrounds.
<p>Administration</p> <p>Ensure all documentation is completed in a timely and accurate manner</p>	<ul style="list-style-type: none"> • Ensure that all operational and administrative requirements including case notes, assessments, recovery plans and data are met including regular reporting requirements and records maintenance. • Participate in the maintenance of 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. <p>Participate in service review and development activities, including audits.</p>

<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, potential PDR supervision, staff development activities and any other relevant meetings as directed by Line Manager.
<p>Stakeholder Engagement Working with the wider community and key stakeholders to support value adding participant outcomes</p>	<ul style="list-style-type: none"> • Working with the service system and the community to ensure an integrated response. • 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.

Essential Requirements, Knowledge, Experience and Skills

<p>Qualifications & Essential Requirements</p>	<ul style="list-style-type: none"> • Relevant qualifications or commensurate experience in working in a support role for people with a mental illness, generally a Certificate IV qualification or above. • Experience in working in the mental health sector. • Current valid Driver’s License and the ability to undertake travel for the role. • Appropriate IT skills • Current Working With Vulnerable Persons’ Check • Right to Work within Australia. • Current Police Check (within the last 12months)
<p>Technical Knowledge and Experience</p>	<p>Required:</p> <ul style="list-style-type: none"> • Demonstrated experience and skills in working within programs for people with a serious mental illness or their carers, including the provision of high-quality recovery-oriented practice. • Experience in the provision of psychosocial rehabilitation services. • An understanding of the biopsychosocial model of mental health and how social inclusion principles are applied to service delivery for people with serious mental illness. • Demonstrated ability to facilitate the active involvement of participants and carers in the development, planning, delivery, and evaluation of services. • An ability to establish and maintain effective partnerships including liaison, mediation, negotiation, and consultation with various stakeholders including clinical services, family members and identified support person and/or group. • An ability to provide culturally competent services appropriate to the needs of people from diverse backgrounds, including people from CALD backgrounds. • Demonstrated commitment to continuous improvement and evidence-based practice. <p>Desirable:</p> <ul style="list-style-type: none"> • Dual diagnosis and dual disability competent. • ATSI background. • Prior experience working with other relevant community providers. • Knowledge of community services in Australia. • First Aid Certificate, or willing to obtain.

<p>Skills</p>	<p>Communication:</p> <ul style="list-style-type: none"> • Effective communication skills with people from a variety of backgrounds, including people from CALD backgrounds. • Highly developed verbal and written skills, including the ability to write case notes and contribute to annual reports. <p>Interpersonal:</p> <ul style="list-style-type: none"> • Strong skills in developing and maintaining relationships with participants, staff, and other key stakeholders. • Demonstrated empathy and treats all people with dignity and respect. • Able to work in partnership with individuals with a mental illness, their families and friends, as well as other members of staff and external stakeholders such as clinicians and primary health care providers • Able to facilitate active participation by people with mental illness, their families and friends in all aspects of service delivery • Able to advocate effectively for participants, their families, and friends, based on their choices. • Strong problem-solving skills and ability to think creatively. <p>Organising and Planning:</p> <ul style="list-style-type: none"> • Follow previously provided appropriate, tailored assessments and recovery plans for everyone. • Accurately upload data and reports to the appropriate database or other system, within specified timeframes • Accurately record time spent with participants for reporting purposes • Prioritise processes, tasks and resources required to achieve goals, and then implement them to achieve the required outcomes. • Complete all regular training as directed by Line Manager. <p>Self-Management:</p> <ul style="list-style-type: none"> • Understanding of, and adherence to, professional ethics and boundaries • Demonstrate self-reflective practice, able to identify areas for further professional or personal development, as well as actively participation in regular supervision • Ability to work alone, off site and independently <p>Information Technology:</p> <ul style="list-style-type: none"> • Competent in Microsoft Office Suite
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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: 0

Travel Percentage: As required

On Call: n/a

Attachment 1

