

Position Description

Position Title:	Wellbeing Navigator Peer
EBA / Award:	SCHADS Level 4
Classification:	Schedule B
Reports to Operational:	Towong Surge Team Lead
Primary Site:	Multi-site – Tallangatta, Corryong
Last updated:	20/05/2026

Mental Health and Wellbeing Locals are a key part of Victoria's reformed mental health and wellbeing system, delivering free, voluntary, and easily accessible support with no referral required — guided by a *'how can we help?'* and *'no wrong door'* approach that puts choice and control in the hands of participants.

In the Benalla, Wangaratta and Mansfield catchment, Wellways works together with local partners ACSO and Albury Wodonga Health to support people aged 26 and over experiencing mental health concerns, including those with co-occurring alcohol and drug needs, and their family, carers and supporters.

The Local has been funded by the Victorian Government to extend mental health and wellbeing support into the Towong Shire — a community significantly impacted by bushfire. This surge funding recognises the lasting effect that bushfire events can have on the mental health and wellbeing of individuals, families, and communities, and the importance of ensuring people in Towong can access the right support, closer to home. The Local is partnering with Gateway Health a known provider of mental health and AOD support in the region to provide much a needed response to the recent bushfires.

Commitment to Reconciliation

The Mental Health and Wellbeing Local knows 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.

Working together - how we will deliver services

The Mental Health and Wellbeing Local is community-led and integrated through partnership that shares power, creating a responsive, flexible and helpful service.

The Local Service operates 5 days a week, with extended operating hours to support a flexible and responsive service. The Local Service model provides integrated clinical support, care, and wellbeing support to participants and their family members or carers. The provided services are in response to participants experiencing a mental health challenge including co-occurring substance use or addiction. This approach aims to improve the capacity of individuals to engage in our community and respond to any future psychological distress.



Community

The Mental Health and Wellbeing Local Services are community-led, and coproduction is how we have ensured a diverse range of perspectives are included in design, delivery and governance, ensuring the Local reflects, responds and is accountable to the local community it supports.

Connected

An integrated service system connected through governance (partnership, operational and clinical) systems and workforce ensures people can access the right support at the right time.

Creating capacity for citizenship

Our model of care and governance structure has been designed to create capacity; in community, our workforce, individuals and their natural supports to recognise and respond to psychological distress and to address the barriers that impact people from participating in community and leading meaningful lives.

Team

This role forms part of a newly established team created specifically to deliver surge bushfire response services in the Towong Shire, as an extension of the Wellways BWM Mental Health and Wellbeing Local.

Like the broader BWM Local Support and Connect Team, this team will be a warm and welcoming first point of contact for people wishing to access support — guided by the same peer and wellbeing navigator approach that is central to the Local model. The team is responsible for delivering a coordinated mental health and wellbeing response in the aftermath of the bushfires, ensuring that people in Towong can access the right support at the right time, with a seamless and connected experience across the Local and broader services.

Role Purpose

You will play a vital role in ensuring that participants, carers, and their families receive valuable and supportive mental health care. This role will play an integral part in changing and shaping the way mental health and wellbeing services and supports are delivered to the Towong community.

This is a rare and exciting opportunity to work in a team, where lived experience is not just included but actively leads the work. Employed by Wellways Australia this role will be part of the newly established bushfire surge response team delivering Mental Health and Wellbeing Local services in the Towong Shire.

The Wellbeing Navigator Peer role focuses on service navigation, providing peer support guided by the Intentional Peer Support (IPS) Framework. This role walks alongside people experiencing mental health and/or alcohol and other drug challenges as they navigate the supports, they want and need. 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.
- Support participants through outreach, in reach, phone and telehealth based on their needs and preferences
- Support service navigation helping participants access supports aligned with their goals, strengths and choices.
- Support meaningful and collaborative engagement with clinical and community supports centring participant voice and decision making
- Promote self-determination by supporting participants to lead their own recovery journey
- Be the first point of contact for participants accessing the Local in person or via phone, ensuring a warm, inclusive welcome and guiding them through intake.
- Be part of and help shape a culture that respects and centres lived experience and contributes to the growth of the lived experience workforce.

Key areas of accountability

Area	Description
General	<ul style="list-style-type: none"> • Provide one to one peer support to participants, guided by the Intentional Peer Support Framework in participants' homes, communities or from the Local's sites, based on their preferences. • Purposefully draw on your personal Lived Experience of recovery to build mutual connection and offer support that builds hope, self-determination and personal growth • Collaborate with participants and clinical staff to support intake, shared assessments and development of person-centred recovery goals and wellbeing plans. • 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 & community supports. • Participate actively in supervision, co reflection and team meetings. • Apply human rights, trauma informed and recovery-oriented principles in all areas of work. • Maintain accurate and timely records of contacts and other activities using MMEX • Embody and embrace Lived Experience values and principles of recovery, strength, ability, and possibility to build connections with participants, colleagues, and service providers. • Contribute to positive team culture that values diverse lived experience, shared learning and inclusion. • Apply the principles of privacy and confidentiality that emphasise and respect the rights and responsibilities of each individual ensuring participants and others are treated fairly and with mutual respect. • Undertake any additional tasks that reasonably fall within the scope of the position
Safety and continuous quality improvement	<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. • Ensure compliance with discipline-specific professional codes of practice • 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"> • Uphold and promote participant confidentiality while affirming and supporting the participants' rights and responsibilities • Ensure documentation is maintained in the participant management system as required to meet statutory requirements and Wellways Policy • Actively update statistical information in MMEX, the client management system
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Key Requirements

Area	Description
<p>Qualification</p>	<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, or other relevant qualification. • Strong understanding of the principles of recovery-oriented practice and peer work values and principles. • Prior employment as a peer worker (desirable)
<p>Required skills</p>	<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.

	<ul style="list-style-type: none"> • 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 • International Police (if required) • Victorian Drivers Licence • Current Working with Children Check – Employee • Evidence of right to work in Australia • NDIS Workers Screening Check • NDIS Workers Orientation Modules – free online course • 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 with personal lived experience of mental health challenges or who have cared for someone who has. • 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.

Required Values & 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 BWM Mental Health Local 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.
People & Culture	<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 times
Equality and Equity	<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.

Honesty and Courage	<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.
Excellence and Appreciation	<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.
Commitment to reconciliation	<ul style="list-style-type: none"> • Demonstrates commitment to reconciliation. • Work towards creating culturally aware and safe services for First Nations Community Members.