

Position Description

Position Title:	Wellbeing Navigator Peer - AoD
EBA / Award:	SACS Level 4
Classification:	Schedule B
Reports to Operational:	Team Leader Support & Connect
Primary Site:	Yarra Ranges - Lilydale
Last updated:	June 2026

The Mental Health and Wellbeing Local Service is an integrated wellbeing and support service delivered through partnership in the Maroondah and Yarra Ranges Shires. Operating six days a week with extended hours, we provide clinical support, care, and wellbeing services to people aged 26+ experiencing mental health challenges, including co-occurring substance use or addiction.

The service is community-led and co-designed by participants, supporters, and the local community. Partners include Wellways, Access Health and Community, Eastern Health and Oonah

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.

Role Purpose

The AoD Wellbeing Navigator Peer, employed by Access Health & Community is a part of the Support and Connect Team, a Lived Experience led team made up of 12 Wellbeing Navigator Peers a Senior Wellbeing Navigator Peer and Lived Experience Team Lead. This is a rare and exciting opportunity to work in a large team of peers, where Lived Experience is not just included but actively leads the work. This role is central to ongoing Mental health reform work in Victoria and contributes to a growing service system that places community choice and connection at the centre of care. This is a designated Consumer Lived Experience position. The role focuses on service navigation and providing peer support using the Intentional Peer Support (IPS) Framework

You will walk 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 to access supports aligned with their goals, strengths, needs 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.

Required Values & Behaviours

Authenticity and Integrity: Bring whole selves to work, recognizing community and wellbeing belongs to all

Compassion: Commit to compassionate approach and understanding, leading with curiosity

Respectful Collaboration: Respect different experiences and organizational views, recognizing we all have something to learn

Quality and Safety:

- Identify and report risks promptly with prevention strategies
- Take reasonable care for personal and consumer safety
- Participate in workplace health and safety initiatives
- Comply with all policies and procedures
- Maintain confidentiality per privacy legislation

- Involve consumers/carers in quality improvement activities

Excellence and Appreciation: Evidence-based work with continuous quality improvement for excellent outcomes

Commitment to Reconciliation: Work towards culturally aware and safe services for First Nations Community Members

Key areas of accountability

Area	Deliverable
Peer Support & Participant Engagement	<ul style="list-style-type: none"> • 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 • Provide one to one peer support to participants using the Intentional Peer Support framework in participants homes, communities or Locals sites, based on their preferences. • 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 and community supports • Apply human rights, trauma informed and recovery oriented principles of all areas of work • Embody and embrace Lived Experience values and principles of recovery, strength, ability and possibility to build connections with participants, colleagues and service providers.
Teamwork, Culture & Professional Practice	<ul style="list-style-type: none"> • Participate actively in supervision, co reflection and team meetings • Actively contribute to a positive team culture that values diverse Lived Experiences, shared learning and inclusion. • Maintain accurate and timely records of contacts and other activities using MMEX. • Undertake any additional tasks that reasonably fall within the scope of the role.
Safety & Continuous 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. • Commitment to ongoing personal and professional Development

	<ul style="list-style-type: none"> Engage and encourage Participant feedback to improve service delivery outcomes.
Effective and efficient information and knowledge management	<ul style="list-style-type: none"> Apply the principles of privacy and confidentiality that emphasise and respect the rights and responsibilities of each person ensuring participants and others are treated fairly and with mutual respect Ensure documentation is maintained in the participant management system as required to meet statutory requirements and Policy

Key Requirements

Area	Description
Qualifications & Role Experience	<ul style="list-style-type: none"> Personal experience of recovery from substance use/addiction, and accessing and navigating public AoD 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 in AoD or Alcohol and Other Drug Competencies. Strong understanding of the principles of recovery-oriented practice and peer work values and principles. Prior employment as a peer worker (desirable)
Required Skills	<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. The ability to express personal views and tackle sensitive information in a constructive and diplomatic manner

	<ul style="list-style-type: none"> Ability to respect and appreciate the diverse perspectives and expertise of colleagues across a range of disciplines, fostering effective collaboration within a multidisciplinary
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) Current Working with Children Check- employee check Evidence of right to work in Australia NDIS Workers Screening Check 100 points of identification NDIS Workers Orientation Modules – free online course
Other	<p>Desirable</p> <ul style="list-style-type: none"> Prior experience working within the Mental Health or AOD sectors, or a community-based organisation. <p>Welcomed</p> <p>We are committed to employing people with diverse backgrounds and experiences and encourage applications from people who identify as gender diverse, Aboriginal, Torres Strait Islander, living with a disability or culturally and linguistically diverse.</p>

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 Yarra Ranges 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 handling are adhered manual to.
People & Culture	<ul style="list-style-type: none"> • Act in accordance with the 'Code of Conduct' and 'Workplace Behaviour' Policies.

	<ul style="list-style-type: none"> • Actively participate in relevant professional development. • Display high levels of professional behaviour at all time.
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.