

## Position Description

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| Role Title:     | Recovery Worker   |
| Classification: | SCHADS Level 3  |
| Schedule:       | Schedule B  |
| Program Area:   | Community Living Supports (CLS)   |
| Location:       | Murrumbidgee, Illawarra, Nepean Blue Mountains, Western NSW, Mid North Coast considered |
| Reports to:     | Team Leader   |
| Last Revised:   | May 2026  |

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 with mental health issues, disabilities, youth and older Australians and those requiring community care. Wellways is an equal opportunity employer that offers generous salary packaging and opportunities to undertake professional training and development. Aboriginal and Torres Strait Islander people, and people from culturally and linguistically diverse backgrounds are encouraged to apply.

## 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

## Recovery and Support Services

Wellways provides a range of recovery and support services in mental health (psychosocial services); disability support and Carer services. All our 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

## Program Summary

Community Living Support (CLS) is a NSW Government funded initiative that provides individually tailored, person-led, community-based psychosocial support services for people aged 16 years and older who experience severe mental health issues.

Wellways delivers CLS in a number of catchments across NSW. At present, we provide these services in:

- Western NSW
- Murrumbidgee & Albury
- Illawarra
- Mid North Coast
- Nepean Blue Mountains

CLS supports are delivered in close partnership with Local Health Districts, with a focus on coordinated and integrated care. CLS, a non-clinical service, offers people flexible hours and types of support that meets a person's current needs and goals. All services are provided within the context of a recovery model and in a way that empowers individuals to live in the community with self-determination and independence. As such, CLS provides people with hands on, practical support in addition to facilitating connection to, and working with other supports.

All Wellways services are informed by Wellways' Well Together Model, Practice Principles, Program Pathways and Recovery Frameworks.

## Position Summary

Recovery Workers walk alongside participants, supporting participants to identify their hopes, aspirations and goals, working together to develop recovery plans that help participants achieve their goals.

Recovery Workers provide direct, practical support to participants that help them regain, maintain, and improve skills, including self-management skills, while also supporting participants to identify and nurture natural supports that sustain recovery. Essential to sustaining natural supports is that Recovery Workers work not just with individuals, but also with families and communities.

Recovery Workers work as part of an integrated team. An integrated team works together to ensure that support is provided continuously and seamlessly, including at night, on weekends, on holidays and during periods of leave.

An essential part of every CLS team member's role is the timely and accurate recording of participant information and data. Recovery Workers are responsible for daily, weekly and monthly data entry and maintaining file notes, as well as various program documentation such as recovery assessments and plans, risk assessments, referral documentation and more.

In order to support participants accessing Wellways Programs, Recovery Workers are required to travel across the region, including overnight stays where required. This is an inherently on-site role. The nature of program operations and stakeholder engagement requires regular physical presence across the region.

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

## Responsibilities

| Key Functions  | Key Performance Indicators   |
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| <p><b>Recovery Practice</b><br/>Provide direct support to participants, family members and carers, working alongside the integrated team and other service providers</p>                     | <p>Working in the context of the individual, the family and the community:</p> <ul style="list-style-type: none"> <li>• Engage participants and develop professional and trusting relationships that; establish (or re-establish) a positive personal identity /sense of self; build (or re-build) a meaningful life; and encourage responsibility and support to exercise choice and control</li> <li>• Work alongside participants to identify areas of need using Wellways assessment and outcome measurement tools</li> <li>• Work alongside participants, their care team and family / carers to develop Individual Support Plans (ISP) that incorporate self-identified recovery goals</li> <li>• Work with participants, their families / carers in collaboration their care team, to identify strategies to cope with psychological and suicidal distress utilising safety plans.</li> <li>• Utilise training and on the job learning to assess and navigate risk in situations where a participant may be experiencing increased distress, taking appropriate steps to support participant safety and seeking support from the Team Leader, Program Manager or internal subject matter experts as required Deliver evidence-based psychosocial support within scope of practice and competency</li> <li>• Actively collaborate with Local Health District and/or community-based treating clinicians to ensure safe, collaborative and effective clinical care</li> <li>• Provide direct, practical support to participants through individual and group-based activities that support participants to attain the skills required to meet their goals</li> <li>• Encourage and facilitate connection to and participation in a range of natural and community-based activities that support the achievement of recovery goals, including other Wellways services</li> <li>• Support family members and carers, guided by the principles of family sensitive practice, utilising tools such as integration in care planning and review and single session family consultation.</li> <li>• Provide services in a culturally competent and safe manner for participants and families from Multicultural backgrounds and Aboriginal and Torres Strait Islander backgrounds</li> <li>• Provide safe spaces for LGBTIQ+ participants and their families/carers</li> </ul> |
| <p><b>Compliance, Safety and Continuous Improvement</b><br/>Ensure documentation is completed in a timely and accurate manner, contribute to a safe workplace and continuous improvement</p> | <ul style="list-style-type: none"> <li>• Complete operational and administrative requirements including file notes, assessments, recovery plans and record participant data on the same day in which the information is obtained</li> <li>• Provide reports, records and case studies on a regular basis and as required</li> <li>• Maintain safe work practices and a safe and healthy environment in accordance with Wellways occupational health and safety policies, procedures and applicable and legislation</li> <li>• Ensure adherence to Wellways policies and procedures and all relevant legislation and accreditation standards</li> <li>• Participate in service review and development activities, including audits</li> </ul>   |
| <p><b>Consumer and Carer participation</b></p>   | <ul style="list-style-type: none"> <li>• Engage participants, family members and carers in the planning, delivery, development, monitoring and evaluation of services by</li> </ul>  |

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| <p>Support the ongoing engagement of participants, family members and other relevant parties</p>   | <p>supporting participants to participate in co-production activities, including but not limited to interviews, service design and review activities and reference groups</p> <ul style="list-style-type: none"> <li>• Regularly review the ways in which services are provided to ensure the program is aligned with individual needs</li> <li>• Encourage and support participants to provide feedback about their experience of service, including compliments and complaints</li> </ul>   |
| <p><b>Team Effectiveness</b><br/>Contribute to a high performing team that is supportive, collaborative and effective</p>  | <ul style="list-style-type: none"> <li>• Contribute to team effectiveness by engaging with colleagues with an ethos of collaboration, co-operation and mutual support</li> <li>• Support on-going development of an environment based on shared accountability, effective knowledge sharing and providing feedback</li> <li>• Manage and plan own work, monitor own work outcomes</li> <li>• Actively participate in team meetings, service planning sessions, performance development and review, supervision and staff development activities</li> <li>• Actively build relationships and work collaboratively across Wellways</li> <li>• Support volunteers and students in their engagement or placement with Wellways</li> </ul> |
| <p><b>Organisational Alignment</b><br/>Contribute to the effective operation and on-going development of the program offer to ensure that the program reflects Wellways values, best evidence-based practice and demonstrates innovation</p> | <p>Actively work with the team to ensure:</p> <ul style="list-style-type: none"> <li>• The programs reflect the core values of Wellways</li> <li>• Supports are delivered within Wellways' Practice Frameworks, the Well Together Community Recovery Model and evidence-based practice</li> <li>• Programs are reviewed to ensure they reflect individual needs</li> <li>• Quality systems and standards are incorporated to support continuous improvement</li> <li>• Effective relationships are established and maintained with other organisations</li> </ul>   |
| <p><b>Stakeholder Engagement</b><br/>Working with the wider community and key stakeholders to support value adding participant outcomes</p>  | <ul style="list-style-type: none"> <li>• Work with the service system and the community to ensure an integrated response</li> <li>• Participate in program promotion and develop appropriate linkages with other community agencies, clinical services and other Wellways programs</li> <li>• Participate in the development and delivery of community education in relation to mental health</li> <li>• Represent Wellways in a variety of settings, including interacting other agencies, members, participants, carers and families to raise awareness of mental health issues at the local level and to 'market' the organisation regionally</li> </ul>   |

## Essential Requirements, Knowledge, Experience and Skills

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| <p><b>Selection Criteria (Qualifications &amp; Essential Requirements)</b></p> | <ul style="list-style-type: none"> <li>• A contemporary understanding of mental health issues and recovery orientated mental health practice</li> <li>• Capacity to continuously develop practice in response to supervision, reflection, training, practice experience and feedback</li> <li>• Completion of the Certificate 4 in Mental Health, Certificate 4 in Mental Health Peer Work or Certificate 4 in Community Services, or be enrolled in and actively working toward completing one of these qualifications</li> <li>• Capability to develop rapport and activity engage with people from all walks of life, including people from diverse backgrounds and with diverse orientations</li> <li>• Capability to work alongside clinical mental health services, families and carers to identify and implement strategies to support safety and wellbeing Capability to perform participant-led assessment and planning activities</li> <li>• Capability to develop Individual Recovery Plans and deliver evidence-informed psychosocial support within scope of practice and competency Ability to solve problems with reference to procedures and instruction</li> <li>• Capability to work with culturally and linguistically diverse communities and individuals</li> <li>• Demonstrated ability to work independently and as part of a team</li> <li>• Computer literacy in Microsoft Office (Word, Excel, Outlook) and internet applications</li> <li>• Able to demonstrate a professional level of literacy and numeracy appropriate to the role</li> <li>• Satisfactory Police Records Check</li> <li>• Satisfactory Working with Children Check</li> <li>• Right to Work within Australia</li> <li>• NDIS Screening Check and completion of NDIS Quality and Safeguards Module 'Quality, Safety and You'</li> <li>• Current valid Driver Licence</li> <li>• The ability to undertake some travel</li> </ul> |
| <p><b>Desirable skills and knowledge</b></p>                                   | <ul style="list-style-type: none"> <li>• Tertiary level qualifications in Mental Health or Community Services</li> <li>• Previous experience working within programs for people with mental health concerns</li> <li>• Experience delivering / implementing Family Sensitive Practice</li> <li>• Experience working with people from Multicultural backgrounds</li> <li>• Experience working with Aboriginal and/or Torres Strait Island people</li> <li>• Experience working with people within the LGBTIQ+ community</li> <li>• Competency in co-design and co-production techniques and methodology</li> </ul>   |

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| <p><b>Relevant skills and qualities</b></p> | <p><b>Communication</b></p> <ul style="list-style-type: none"> <li>• Effective communication skills, verbal and written including the ability to complete reports.</li> <li>• Highly developed verbal and written skills, including the ability to write clear, concise and inclusive file notes and reports</li> </ul> <p><b>Interpersonal</b></p> <ul style="list-style-type: none"> <li>• Strong skills in developing and maintaining relationships with staff and other key stakeholders.</li> <li>• Approachable and accepting manner and attitude.</li> <li>• Able to work in partnership with participants, their families and friends, as well as other members of staff and external stakeholders such as clinicians and primary health care providers.</li> <li>• Able to see things from others point of view and confirm understanding of that point of view.</li> <li>• Able to express personal views in a constructive and diplomatic manner.</li> <li>• Able to reflect on how one’s own emotions impact on others.</li> </ul> <p><b>Organising and Planning</b></p> <ul style="list-style-type: none"> <li>• Able to identify more and less critical activities and operate accordingly, reviewing and adjusting as required.</li> <li>• Able to develop and implement systems, procedures and work practices to guide work and track progress.</li> <li>• Able to organise and manage time effectively so that outcomes can be achieved.</li> <li>• Able to recognise barriers and find effective ways to deal with them.</li> <li>• Able to identify processes, tasks and resources required to achieve a goal</li> </ul> <p><b>Self Management</b></p> <ul style="list-style-type: none"> <li>• Able to understand and adhere to professional ethics and boundaries</li> <li>• Able to demonstrate self-reflective practice, identify areas for further professional or personal development, and actively participate in regular supervision</li> <li>• Able to work alone, off site and independently</li> </ul> |
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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: n/a

Travel Percentage: As required

On Call: n/a

Special Requirements: n/a

## Attachment 1

