



## Position description

Title of the role:	Senior Recovery Worker
Program Area:	Rehabilitation Services
Classification:	SCHADS Level 4 (Schedule B)
Location:	North West Melbourne
Reports to:	Program Manager, PARC
Last Revised:	June 2026

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## 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 interaction
- We show care 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



The Prevention and Recovery Care (PARC) program is a collaborative service between Wellways and St Vincent's Hospital Melbourne (SVHM).

The service is a step-down and step-up sub-acute mental health service for those within the catchment areas of NWMH. PARCs are located in a community setting and provide an option for people who are becoming unwell, or who are in the early stages of recovery from an acute illness and need a short period of additional support to strengthen their gains from spending time in an inpatient setting and to consolidate their community transition and recovery treatment plans. Clinical intervention is provided to PARC through the Area Mental Health Service. The program is staffed 24/7 and includes day, afternoon and sleepover shifts.

### Position Summary

The Senior Recovery Worker reports to the Program Manager, PARC and carries a reduced caseload, providing direct recovery support to participants alongside case coordination across clinical and service partners. The role also supports the Program Manager with the development of the PARC team and the day-to-day operations, quality and compliance of the service. It has no direct reports.

The Senior Recovery Worker will:

- Carry a reduced participant caseload, including keyworking, and support participants to work towards their recovery goals.
- Convene case planning meetings and coordinate care across clinical and service partners — contributing to multidisciplinary reviews and handovers, and supporting admissions, discharges, transitions and continuity of care.
- Support the team through on-the-ground guidance and reflective practice and assist with induction and mentoring.
- Assist the Program Manager with rostering, daily workflow and administrative requirements.
- Contribute to service quality and compliance — documentation and records standards, audits and accreditation, participant feedback and service concerns, and upkeep of the PARC environment.
- Act up as Program Manager when required.

This is an inherently on-site role. The nature of program operations and stakeholder engagement requires regular physical presence on-site at the PARC.

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

## Responsibilities

Key Functions	Key Performance Indicators
<p><b>Rehabilitation Services</b>            Providing direct support to participants within the framework of the organisations policy and procedures, all applicable legislative standards and any relevant accreditation standards.</p>	<p>Working in the context of the individual, family and community, the Senior Recovery Worker will be expected to:</p> <ul style="list-style-type: none"> <li>• Carry a reduced participant caseload, acting as key worker for allocated participants and providing consistent, person-centred recovery support</li> <li>• Engage participants and develop professional and trusting relationships</li> <li>• Contribute to formal entry assessments alongside clinical staff — primarily in the PARC (psychosocial rehabilitation) setting, and on occasion by attending the AMHS inpatient unit with a clinician to assess step-down referrals</li> <li>• Participate in the delivery and support of the PARC group program and undertake responsibility for at least one agreed group activity per week</li> <li>• Assist participants with activities of daily living</li> <li>• Work with participants to identify areas of need using key assessment and outcomes measurement tools</li> <li>• Develop individual service plans with each participant which incorporates individual goals focusing on skill and knowledge development while working towards recovery</li> <li>• Provide direct practical support to participants to attain the skills required to meet the goals identified to ensure social inclusion</li> <li>• Encourage linkages into a range of activities to support achievement of goals, including all other Wellways services</li> <li>• Work with participants, to regularly monitor and update their individual plans and progress in line with the plan</li> <li>• Work actively with participants to plan their exit from the program and assist in building longer term support networks</li> <li>• Ensure that all operational and administrative requirements are met including regular reporting requirements and records maintenance</li> <li>• Maintain safe work practices and a safe and healthy environment in accordance with occupational health and safety policies and legislation</li> </ul>
<p><b>Case Planning &amp; Coordination</b>            Planning and coordinating participant care across clinical and service partners to ensure continuity and effective transitions.</p>	<ul style="list-style-type: none"> <li>• Convene case planning meetings with clinicians, the lead agency case manager, participants and their families, and other service partners.</li> <li>• Coordinate activities and supports for participants with service delivery partners (clinical, employment, education and accommodation providers).</li> <li>• Attend and contribute to multidisciplinary meetings, reviews and handovers.</li> <li>• Support the coordination of admissions, discharges and participant transitions.</li> <li>• Ensure continuity of care through effective communication and handover processes.</li> <li>• Assist in managing bed flow and occupancy in collaboration with clinical partners.</li> </ul>

<p><b>People Development</b> Supporting the development of people capability and embedding organisational values and recovery ethos</p>	<p>Working with the Manager, PARC to:</p> <ul style="list-style-type: none"> <li>• Support the ongoing development of team culture inclusive of key stakeholders and partnership</li> <li>• Provide day-to-day guidance and on-the-ground support to the Wellways team</li> <li>• Assist with the induction, mentoring and ongoing development of staff</li> <li>• Provide reflective practice for the Wellways team, supporting the ethos of 'Client self-direction'</li> </ul>
<p><b>Program Coordination</b> Supporting program resources and quality management within the framework of organisational policy and procedures and applicable legislative and accreditation standards.</p>	<ul style="list-style-type: none"> <li>• Support day-to-day operations and workflow to help ensure safe and effective service delivery</li> <li>• Assist with maintenance of the roster, casual/agency coverage where required, and with recruitment to vacant positions</li> <li>• Support quality control of the PARC environment, including bedroom turnover, communal spaces, hazard management and building upkeep (including food safety)</li> <li>• Contribute to file audits, accreditation processes and quality improvement activities, ensuring legislative requirements are met for each participant</li> <li>• Monitor documentation standards and provide support to staff where required.</li> <li>• Assist staff in responding to participant feedback, complaints and service concerns</li> </ul>
<p><b>Team Effectiveness</b> Working as an active member of the team to support program goals and best practice</p>	<p>As a team Member this will include:</p> <ul style="list-style-type: none"> <li>• Working as part of the team on the basis of an ethos of collaboration, co-operation and mutual support</li> <li>• Support for, and on-going development of, an environment based on shared accountability and effective knowledge sharing</li> <li>• Co-operating with all team members in order to ensure continuity of care and the provision of an exceptional service offer</li> <li>• Actively participating in team meetings, service planning sessions, PDR, supervision and staff development activities</li> </ul>
<p><b>Organisational Alignment</b> Ensuring own practice and the service reflect Wellways' values, the Well Together model and evidence-based recovery practice</p>	<ul style="list-style-type: none"> <li>• Model Wellways' values and the Well Together recovery model in day-to-day practice.</li> <li>• Apply evidence-based, recovery-oriented practice in line with organisational standards.</li> <li>• Contribute frontline insight to service reviews and continuous improvement, helping keep the service aligned with participant need.</li> </ul>
<p><b>Stakeholder Engagement</b> Working with the wider community and key stakeholders to support value adding participant outcomes</p>	<ul style="list-style-type: none"> <li>• Participate in program promotion - develop and maintain links with community agencies, clinical services and other Wellways programs</li> <li>• Participate in the development and delivery of community education on mental health</li> <li>• Represent Wellways in a variety of settings, including across other agencies, members, participants, carers and families to raising local awareness of mental health</li> <li>• Assist in supporting volunteers and students</li> </ul>

<b>Other Duties</b>	<ul style="list-style-type: none"><li>• Contribute to maintaining a clean, safe and homelike living environment that supports participants' recovery — including communal areas and the kitchen (for example, loading and emptying dishwashers, cleaning appliances and surfaces, sweeping and vacuuming) and the cleaning of participant rooms on exit. These are shared responsibilities of all PARC staff.</li><li>• Escalate in line with the service's emergency and escalation procedures, including contacting emergency services where required.</li></ul>
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<p><b>Qualifications &amp; Essential Requirements</b></p>	<ul style="list-style-type: none"> <li>• Diploma in Mental Health, AOD, or a related community services field, and relevant experience or an equivalent combination of relevant qualifications and experience</li> <li>• Prior experience working within the Mental Health industry or community-based organisation</li> <li>• Current and valid Driver's License and the ability to undertake some travel</li> <li>• Appropriate IT skills</li> <li>• Satisfactory National Police Records Check</li> <li>• Current and valid Working with Children Check</li> <li>• Right to Work within Australia</li> <li>• 100 points of ID</li> <li>• NDIS Worker Orientation Module Certificate</li> <li>• NDIS Worker Screening Check</li> </ul>
<p><b>Technical Knowledge and Experience</b></p>	<p>Required:</p> <ul style="list-style-type: none"> <li>• Demonstrated experience and skills in working within programs for people with a serious mental illness or their carers</li> <li>• An understanding of the biopsychosocial model of mental health and how social inclusion principles are applied to service delivery</li> <li>• Demonstrated ability to operate in a way that ensures maximum participation of participants</li> <li>• An ability to establish effective partnerships including liaison, mediation, negotiation and consultation</li> <li>• An ability to work with culturally and linguistically diverse communities and individuals</li> <li>• Commitment to best practice</li> </ul> <p>Desirable:</p> <ul style="list-style-type: none"> <li>• Experience providing reflective practice</li> <li>• Experience supporting operation of residential programs</li> <li>• An understanding of the medications used in a sub-acute setting including effects of medications, side-effects and medication interactions</li> <li>• Fluency in other languages</li> <li>• Experience in Microsoft suite of products, especially MS Outlook, MS Word, MS Excel.</li> </ul>

<p><b>Skills</b></p>	<p><b>Communication</b></p> <ul style="list-style-type: none"> <li>• Effective communication skills, verbal and written, particularly as these apply to the writing of case files notes, written and verbal handovers.</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>• 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 prioritise competing activities and operate accordingly, reviewing and adjusting as required.</li> <li>• Able to implement systems and procedures to guide work and track progress.</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>• Takes the time to think things through.</li> <li>• Able to anticipate one’s own reactions to situations and prepare accordingly.</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: 0
- Travel Percentage: As Required
- On Call: -
- Special Requirements: The program is staffed 24/7 and includes day, afternoon and sleepover shifts

