

## Position description

Title of the role:	Connect & Empower Program Worker
Classification:	SCHADS award 4.1
Schedule:	Schedule B
Program Area:	Tasmania
Location:	North West Tasmania Region
Reports to:	Program Coordinator
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 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 has several programs providing services to the Northwest Tasmania region. Working under the support and direction of the Program Coordinator, this role forms part of the Wellways to Recovery team and the Statewide Connect & Empower Team and works with other key internal and external stakeholders in the ongoing development and effective implementation of program plans and capacity building initiatives.

The Connect & Empower Neighbourhood House Program is a community development project, working with Neighbourhood Houses (managers, staff, volunteers, board, and committee members) to build capacity in responding to the needs of people experiencing mental health challenges in the community.

This includes providing the Northwest region Neighbourhood houses:

- Tailored capacity building strategies to best support the mental health needs of their community.
- Evidence based education sessions to increase knowledge, awareness, and referral pathways.
- Assistance to establish partnerships and supported referrals to local mental health service providers.

This position will be required to work onsite with Neighbourhood Houses and their communities to build a better and more effective response for people with mental health concerns.

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

## Responsibilities

Key Functions	Key Performance Indicators
<p><b>Connect &amp; Empower Neighbourhood House Program</b>  <b>Engaging stakeholders and working collaboratively on development and planning of capacity building initiatives, implementation, and evaluation.</b></p>	<p>This will include:</p> <ul style="list-style-type: none"> <li>• Working with Neighbourhood Houses in North West Tasmania to develop tailored support and implementation plans including key milestones and timeframes.</li> <li>• Developing effective relationships and maintaining regular contact with key partners to ensure effective support and implementation of plans.</li> <li>• Coordination, planning and delivery of capacity building training and other activities to the houses with focus on ensuring that learning objectives and outcomes are clear and new knowledge and skills can be transferred into their role/s.</li> <li>• Completing program evaluation data and reporting requirements to a high standard within timeframes set, including annual survey of all houses.</li> <li>• Coordinate systems and processes for debriefing and follow up support for Neighbourhood House staff as required.</li> <li>• Where required, develop, and coordinate additional initiatives to meet the specific needs of Neighbourhood Houses.</li> <li>• Participate in and present state-wide Neighbourhood House initiatives such as their annual conference.</li> <li>• Provide advice and support to the Neighbourhood Houses regarding local mental health services providers and linkage of participants/community to appropriate level of care.</li> </ul>
<p><b>Team Effectiveness</b>  <b>Working as an active member of the program team to ensure the achievement of program goals and the application of best practice frameworks.</b></p>	<p>This will include:</p> <ul style="list-style-type: none"> <li>• Working as part of the team with 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>  <b>Contributing to the effective operation and on-going development of the program to ensure the program reflects Wellways values, evidence-based practice and demonstrates innovation</b></p>	<p>This will be achieved through on-going contribution and awareness ensuring that:</p> <ul style="list-style-type: none"> <li>• The programs reflect the core values of Wellways.</li> <li>• Programs are delivered within Wellways' Practice Frameworks, the Community Recovery Model and best 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>  <b>Working with the wider community and key stakeholders to support value adding participant outcomes</b></p>	<p>You will:</p> <ul style="list-style-type: none"> <li>• Establish and foster partnerships with community agencies, clinical services, and Wellways programs for program promotion and development.</li> <li>• Provide participant-led support integrated with family and key stakeholders, ensuring a personalised approach to service delivery.</li> <li>• Contribute to mental health and recovery education within the community.</li> <li>• Represent Wellways across various settings to raise awareness about mental health issues and promote the organization's initiatives as directed by management.</li> <li>• Ensure the needs, preferences, and rights of individuals affected by mental illness guide the design, implementation, and assessment of capacity building activities.</li> <li>• Collaborate with the Neighbourhood Houses and relevant organizations to enhance quality systems for capacity building programs.</li> <li>• Cultivate strong relationships with community organizations and networks to establish effective referral pathways.</li> </ul>
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Essential Requirements, Knowledge, Experience and Skills

<p><b>Qualifications &amp; Essential Requirements</b></p>	<ul style="list-style-type: none"> <li>• Tertiary Qualifications in a social science or related discipline</li> <li>• Prior experience working within the Mental Health industry or community-based organisation.</li> <li>• Ability and commitment to work with consumers, carers, health workers, the community and community organisations, within appropriate professional boundaries.</li> <li>• Ability to deliver informal and formal training and development sessions, along with strong presenting skills.</li> <li>• Ability to build effective partnerships with consumer networks and those managing service delivery in the organisation and the community.</li> <li>• Current valid Driver's License and the ability to undertake travel and work away from home.</li> <li>• Appropriate IT skills</li> <li>• Satisfactory Police Records Check</li> <li>• Current Working with Vulnerable People Check (WWVP)</li> <li>• Current Working with Children Check (WWCC)</li> <li>• Right to Work within Australia</li> <li>• NDIS Worker Orientation Module completion certificate</li> </ul>
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<p><b>Technical Knowledge and Experience</b></p>	<p><b>Required:</b></p> <ul style="list-style-type: none"> <li>• Demonstrated case practice in a health, community, or related field.</li> <li>• Demonstrated experience and skills in working within programs for people with a mental illness or their carers.</li> <li>• Demonstrated ability to work independently and as part of a team.</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>• Proven written and verbal communication skills including computer literacy in Microsoft Office</li> <li>• An ability to work with culturally and linguistically diverse communities and individuals.</li> <li>• Commitment to best practice principles and practice</li> </ul>
<p><b>Skills and Qualities</b></p>	<p><b>Communication</b></p> <ul style="list-style-type: none"> <li>• Strong communication skills, both verbal and written, with report writing proficiency.</li> </ul> <p><b>Interpersonal</b></p> <ul style="list-style-type: none"> <li>• Strong skills in developing and maintaining relationships with staff and 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 identify more and less critical activities and operate accordingly, reviewing and adjusting as required.</li> <li>• Able to develop and 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>• Able to plan and prioritise work tasks to ensure outcomes are achieved and deadlines are met.</li> <li>• Able to demonstrate a considered approach to decision making.</li> <li>• Able to anticipate one’s own reactions to situations and prepare accordingly.</li> </ul> <p><b>Computer</b></p> <ul style="list-style-type: none"> <li>• Competency working with the Microsoft Office Suite.</li> <li>• Ability to learn new systems.</li> </ul> <p><b>Self-Management</b></p> <ul style="list-style-type: none"> <li>• Motivated, innovative, and able to work independently.</li> <li>• Understanding of a changing work environment requiring timely and appropriate response to participant needs.</li> </ul> <p><b>Desirable:</b></p> <ul style="list-style-type: none"> <li>• Fluency in other languages.</li> </ul>

## 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

