

Position Description

Position Title:	Wellbeing Navigator Peer
Award:	Social, Community, Home Care and Disability Services Industry Award 2010 (SCHADS)
Classification:	Level 4, Schedule B – Social and Community Services Employee
Reports to (Operational):	Team Leader
Primary Site:	Frankston initially, then St Kilda ongoing
Last updated:	May 2026

About the Service

The Mental Health and Wellbeing Local Service is an integrated wellbeing and support service delivered through partnership in St Kilda. Operating five days a week, Monday to Friday, we will 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 and the Alfred Care Group, Bayside Health.

Within the Mental Health and Wellbeing Locals model, the Port Phillip Spoke will be linked to the Frankston Hub. It will operate as a community-based service designed to improve local access to integrated mental health care. The Frankston Hub will provide overarching support functions such as governance, workforce development and shared systems, while the Port Phillip Spoke will independently manage its day-to-day service delivery to meet the needs of its local community.

The Spoke will deliver a full suite of services — including access and intake, clinical treatment and therapies, wellbeing supports, peer support, and care planning and coordination — through a multidisciplinary team, using flexible delivery methods such as on-site appointments, outreach and telehealth. The Hub and Spoke model ensures care is locally responsive while maintaining strong integration with the broader mental health system and seamless pathways between services, with Spoke services introduced in 2025 following the initial implementation of Hub services to expand access across communities.

Commitment to Reconciliation

The Mental Health and Wellbeing Local Service and our partners recognise 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

This role forms part of a multidisciplinary team comprising Wellbeing Peer Navigators, clinical staff, service support staff and a Team Leader, working in an environment where lived experience is not

only valued but actively leads and shapes service delivery. The role plays a central part in Victoria's ongoing mental health reform, contributing to a growing service system that prioritises community choice, connection and person-centred care.

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 support they want and need. The role operates within, and contributes to, a team culture of 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 lived experience of recovery to create space for mutuality and connection.
- Support participants through a range of channels — outreach, in-reach, phone and video contact based on their needs and preferences.
- Support participants with service navigation, helping them 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.

Required Values & Behaviours

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

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

Respectful Collaboration: Respect different experiences and organisational views, recognising 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 in line with privacy legislation.
- Involve consumers and 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
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 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 the 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 and 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 the designated Case Management System (CMS). • 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 a 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 wellbeing 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. • Actively participate in ongoing personal and professional development. • Engage and encourage participant feedback to improve service delivery outcomes.

Area	Deliverable
Effective and efficient information and knowledge management	<ul style="list-style-type: none"> • Uphold and promote participant confidentiality while affirming and supporting 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 the designated Case Management System (CMS).

Key Requirements

Area	Description
Qualification / Role Experience	<ul style="list-style-type: none"> • Personal experience of distress, trauma, mental illness and/or substance use and the recovery journey, including accessing and navigating health care services such as mental health services, and a willingness to draw upon these experiences and recovery journey to inform practice <p><i>Personal lived experience of mental distress or mental health issues is a requirement of this role pursuant to s28 of the Equal Opportunity Act 2010 (Vic)</i></p> <ul style="list-style-type: none"> • Minimum Certificate IV in Mental Health Peer Work or a relevant field • Strong understanding of the principles of recovery-oriented practice and peer work values and principles. • Willingness to travel and work within the community as required by the role <p>Desirable</p> <ul style="list-style-type: none"> • Training in Intentional Peer Support (IPS) or SHARC Peer Work • Prior employment as a peer worker
Required skills	<ul style="list-style-type: none"> • Ability to promote and contribute to a culture of hope and optimism through the sharing of personal 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.

Area	Description
	<ul style="list-style-type: none"> • Ability to effectively 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. • The ability to express personal views and tackle sensitive information in a constructive and diplomatic manner. • Comfort in sharing aspects of personal lived experience, when appropriate and purposeful to do so, with program participants in a safe way that supports their recovery. • Demonstrated experience and skills in working within programs for people with a serious mental illness and their supporters. • An understanding of the social determinants of mental health and the consequences of those experiences, and how social inclusion principles are applied to service delivery. • Understanding of best practice approaches, including holistic and peer work practice lenses. • An ability to establish effective partnerships, including liaison, mediation, negotiation and consultation.
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 • Victorian Driver's Licence • Working with Children Check • Evidence of right to work in Australia • NDIS Worker Screening Check • NDIS Worker Orientation Modules • 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. <p>Welcomed: 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, are living with a disability, or are culturally and linguistically diverse.