



## Position description

Title of the role:	YRR Support Worker
Classification:	SCHADS Level 3
Program Area:	Youth Residential Rehabilitation YRR
Location:	Warrnambool – Great South Coast, Western Vic
Reports to:	YRR Team Leader
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 a mental illness, 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 for people with a mental illness and their families.

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 Objective

The Kuna Bim Youth Residential Rehabilitation (YRR) program is funded by the Victorian Department of Health and Human Services (DHHS). The service is delivered to assist and support young people aged between 16 to 24 years of age who are experiencing, or at risk of mental health challenges and require support in their daily lives.

The YRR program aims to support the young person to build independence and life skills, strengthen relationships and connect with services and supports specific to their needs. This includes encouraging the young person to engage with education, vocational training, employment, community activities and establish meaningful relationships with family and friends. Kuna Bim also offers participants the opportunity to engage with a fully trained Intentional Peer Support Worker.

## Position Summary

As a Support Worker you are required to assist young people to develop independent living skill, support them engaging with education or employment. A Support Worker should encourage participants to make better lifestyle choices. As a support worker you are required to engage participants in healthy meaningful activities.

The support Worker will be working on a rotating roster, you will be required to work on weekdays, weekends and public holidays. Shifts may be rostered during the day, the afternoon or at night. Minimum shift is 3 hours; shifts will not exceed 7.6hours.

Under the support and direction of the YRR Team Leader, the role forms part of the Wellways Great South Coast team and works collaboratively with all Wellways and other key stakeholders in the ongoing development and effective implementation of Wellways vision, mission and strategic objectives.

Refer to Attachment 1 for a reference to the overall Wellways organisation structure and for the relationship lines in context of the role.

## Responsibilities

Key Functions	Key Performance Indicators
<p><b>Provision of recovery-oriented practice</b> Working within the principles of recovery orientated mental health practice</p>	<p>In the context of the individual, family, community and the principles of recovery, the Recovery &amp; Rehabilitation Support Worker will:</p> <ul style="list-style-type: none"> <li>• Engage participants in the program where appropriate and develop professional and trusting working relationships</li> <li>• Conduct regular face to face support to connect with the person and to monitor and offer support around key areas</li> <li>• Develop meaningful activities and encourage participant’s engagement.</li> <li>• Encourage linkages into a range of activities to support achievement of goals, including all other Wellways services</li> <li>• Provide direct practical support to participants to attain the skills required to meet the goals identified to ensure social inclusion, including group activities as appropriate.</li> </ul>

<p><b>Administration</b></p> <p>Ensure all documentation is completed in a timely and accurate manner</p>	<ul style="list-style-type: none"> <li>• Ensure that all operational and administrative requirements including case notes, and data 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> <li>• Ensure adherence to Wellways policies and procedures and all relevant legislation and accreditation standards</li> </ul>
<p><b>Team Effectiveness</b></p> <p>Working as an active member of the program team to ensure the achievement of program goals and the application of best practice frameworks.</p>	<p>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 monthly team meetings, PDR, supervision and staff development activities</li> </ul>
<p><b>Stakeholder Engagement</b></p> <p>Working with the wider community and key stakeholders to support value adding participant outcomes</p>	<ul style="list-style-type: none"> <li>• Representing Wellways in a variety of settings, including 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> <li>• Assisting in the support of volunteers</li> </ul>

## Essential Requirements, Knowledge, Experience and Skills

<b>Qualifications &amp; Essential Requirements</b>	<ul style="list-style-type: none"> <li>• Relevant qualifications or commensurate experience in working in a support role for people with mental health issues, generally a Certificate III qualification or above</li> <li>• Experience in working with young people</li> <li>• Current valid Driver’s License and the ability to undertake some travel</li> <li>• Appropriate IT and Microsoft Office Suite skills</li> <li>• Satisfactory Police Records Check</li> <li>• completed the NDIS Worker Orientation Module and provide a copy of certificate prior to commencement.</li> <li>• NDIS Workers Screening Check</li> <li>• Satisfactory Working with Children Check</li> <li>• Right to Work within Australia</li> </ul>
<b>Technical Knowledge and Experience</b>	<p>Required:</p> <ul style="list-style-type: none"> <li>• Demonstrated experience and skills in working within programs for people with mental health issues or their carers’, including the provision of high-quality recovery-oriented practice</li> <li>• Experience in the provision of psychosocial rehabilitation services.</li> <li>• An ability to provide culturally competent services appropriate to the needs of people from diverse backgrounds, including people from CALD backgrounds.</li> <li>• Demonstrated commitment to continuous improvement and evidence-based practice.</li> </ul> <p>Desirable:</p> <ul style="list-style-type: none"> <li>• Dual diagnosis and dual disability competent</li> <li>• Knowledge of community services in youth mental health</li> <li>• First Aid Certificate, or willing to obtain</li> </ul>

<p><b>Skills</b></p>	<p><b>Communication:</b></p> <ul style="list-style-type: none"> <li>• Effective communication skills with people from a variety of backgrounds, including people from CALD backgrounds</li> <li>• Highly developed verbal and written skills, including the ability to write case 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 participants, staff and other key stakeholders</li> <li>• Demonstrated empathy and treats all people with dignity and respect</li> <li>• Able to facilitate active participation by people with mental health issues, their families and friends in all aspects of service delivery</li> <li>• Able to advocate effectively for participants, their families and friends, based on their choices</li> <li>• Strong problem-solving skills and ability to think creatively</li> </ul> <p><b>Organising and Planning:</b></p> <ul style="list-style-type: none"> <li>• Accurately upload data and reports to the appropriate database or other system, within specified timeframes</li> <li>• Accurately record time spent with participants for reporting purposes</li> <li>• Prioritise processes, tasks and resources required to achieve goals, and then implement them to achieve the required outcomes</li> </ul> <p><b>Self-Management:</b></p> <ul style="list-style-type: none"> <li>• Understanding of, and adherence to, professional ethics and boundaries</li> <li>• Demonstrate self-reflective practice, able to identify areas for further professional or personal development, as well as actively participation in regular supervision</li> <li>• Ability to work alone, off site and independently</li> </ul> <p><b>Information Technology:</b></p> <ul style="list-style-type: none"> <li>• Competent in Microsoft Office Suite</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: As Required

Special Requirements: N/A

## Attachment 1

