

Position description

Title of the role:	Mental Health Wellbeing Worker
Classification:	SCHADS Award Level 4
Schedule:	Schedule B
Program Area:	Mental Health Alternative Workforce
Location:	Frankston and Mornington Peninsula
Reports to:	Senior Mental Health Wellbeing Worker
Last Revised:	March 2025

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

Team

Mental Health Alternative Workforce

The Mental Health Alternative Workforce (Wellbeing Workers) work alongside clinicians and case managers to complement and enhance the services provided by Peninsula Health Staff in Acute Mental Health and Community Mental Health Teams. Wellbeing Workers provide non-clinical, recovery-focused, and therapeutic support, promoting hope, connection, and empowerment for individuals experiencing mental health challenges.

Wellbeing Workers support clients in identifying and working towards their recovery goals, fostering optimism and motivation for change to improve overall quality of life. They take a strengths-based, recovery-oriented, and trauma-informed approach, ensuring support is person-centered, meaningful, and tailored to each individual's needs.

With experience supporting a diverse range of clients, Wellbeing Workers collaborate with families, carers, and service providers to ensure individuals receive consistent and high-quality care. In addition to direct client support, they assist with non-clinical tasks within their capacity and scope to help facilitate seamless service delivery.

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

Role Purpose

The Wellbeing Worker, employed by Wellways, plays a key role in enhancing the support available to individuals experiencing mental health challenges. Working closely with a multidisciplinary team, including Peninsula Health staff in Acute and Community Mental Health Teams, the Wellbeing Worker provides practical assistance, service navigation, and capacity-building support to promote recovery and wellbeing.

This role is grounded in person-centered, recovery-oriented, and trauma-informed principles. Wellbeing Workers collaborate within multidisciplinary teams to offer non-clinical support that empowers individuals to engage with their treatment and recovery journey.

Key responsibilities include:

- **Participant Support:** Provide one-on-one practical support and service navigation, ensuring individuals can access the resources and care they need.
- **Group Facilitation:** Co-facilitate programs, including recovery-focused and psychoeducational groups (e.g., Discovery), to promote connection and skill-building.
- **Collaboration & Advocacy:** Work closely with a multidisciplinary team, including Peninsula Health clinicians and other stakeholders, to enhance service integration and advocate for person-centered care.
- **Capacity Building:** Support individuals in developing the skills and confidence to manage their recovery and engage with their communities.
- **Reporting & Documentation:** Maintain accurate records and contribute to service evaluation and improvement efforts.

This role is an opportunity to make a meaningful impact by supporting individuals to build resilience, access services, and work towards their recovery goals.

Responsibilities

Key Functions	Key Performance Indicators
Wellbeing assessment and Support Provision	<ul style="list-style-type: none"> • Conduct comprehensive wellbeing assessments to identify social, emotional, and practical needs. • Provide wellbeing supports tailored to a person’s individual needs, from early intervention to specialist referrals. • Support assessment of needs, service access, personal recovery, management of mental health symptoms, and social and community connection. • Offer wellbeing coaching, wellbeing checks, emotional support, and practical assistance to address pressing needs for people who feel distressed and overwhelmed. • Assist individuals, their families, carers, and supporters in addressing life stressors such as the threat of homelessness, financial difficulties, and social isolation by linking them with appropriate services and resources.
Collaborative Recovery Planning and Capacity Building	<ul style="list-style-type: none"> • Engage participants and develop professional and trusting relationships. • Develop collaborative care and support plans with participants incorporating individual goals, focusing on skill and knowledge development while working towards recovery under the ethos of ‘Client self-direction.’ • Provide direct practical support to participants to attain the skills required to meet the goals identified to support social inclusion and reduce psychological distress.
Group Facilitation and Learning	<ul style="list-style-type: none"> • Co-facilitate psychoeducational and recovery-focused group programs, including Discovery and Carer Support Groups. • Deliver one-on-one and group-based Discovery Learning sessions in line with Wellways’ guidelines. • Promote engagement in community-based activities and support networks.
Family Inclusive Practice and Carer Engagement	<ul style="list-style-type: none"> • Identify and involve family members, carers, and natural supports in the recovery process. • Facilitate discussions with participants regarding the role of their support network in their recovery journey. • Support carers in accessing Wellways Carer Support Groups, Carer Gateway, and respite services. • Provide carers with relevant information, education, and emotional support.
Case Coordination and Multidisciplinary Collaboration	<ul style="list-style-type: none"> • Convene case planning meetings with participants, their support networks, and key service providers. • Work collaboratively with clinicians, employment services, education providers, and housing support services to facilitate integrated care. • Support individuals in linking with appropriate health and social services to enhance recovery outcomes

Administrative and Reporting Responsibilities	<ul style="list-style-type: none">• Ensure that all operational and administrative requirements are met, including regular reporting requirements and records maintenance.• Maintain accurate records, case notes, and documentation in line with organisational policies and funding requirements.• Submit regular reports detailing service provision, participant progress, and key outcomes.• Adhere to operational and administrative guidelines, including risk management and incident reporting.
Community and Stakeholder Engagement	<ul style="list-style-type: none">• Build and maintain strong partnerships with local mental health, housing, employment, and social services.• Advocate for the rights and needs of individuals experiencing mental health challenges.• Promote Wellways programs and initiatives within the community to enhance service reach.

Essential Requirements, Knowledge, Experience and Skills

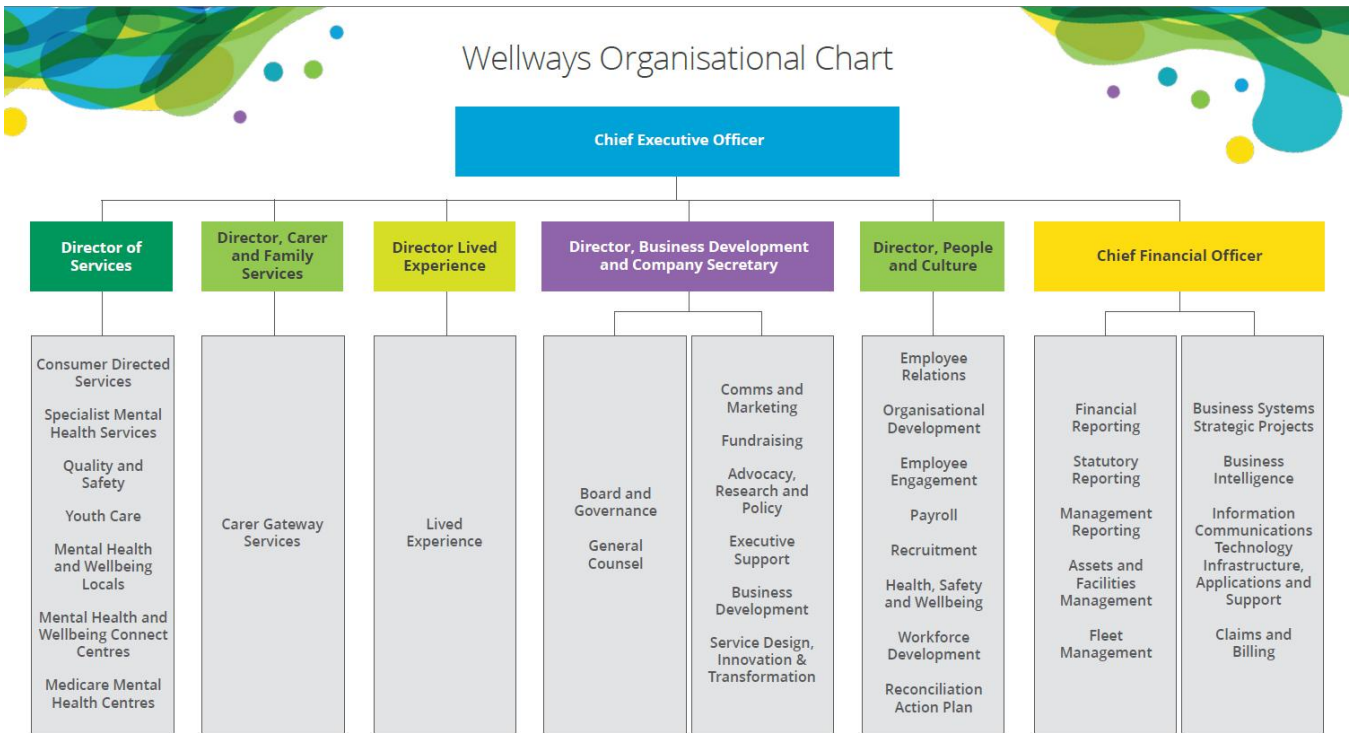
<p>Qualifications & Essential Requirements</p>	<ul style="list-style-type: none"> • Minimum of a Certificate IV in Mental Health, or a related qualification in community services, social work, or psychology. • Demonstrated experience working within mental health, disability, or community support settings. • Strong understanding of recovery-oriented and trauma-informed practice. • High level of competency in Microsoft Office applications and the ability to learn new IT systems. • Valid Police Check, Working with Children Check, and NDIS Workers Screening Check. • Completion of the NDIS Worker Orientation Module. • Legal Right to Work in Australia.
<p>Technical Knowledge and Experience</p>	<ul style="list-style-type: none"> • Proven ability to support individuals with complex mental health needs through a recovery-focused approach. • Experience in psychosocial rehabilitation and case coordination, ensuring holistic and person-centered care. • Strong understanding of the biopsychosocial model and how social inclusion principles apply to service delivery. • Demonstrated ability to engage participants, families, and carers in collaborative care planning and service delivery. • Experience working with culturally and linguistically diverse communities and a commitment to culturally competent service provision. • Strong knowledge and practical application of trauma-informed care in mental health service delivery. • Experience working with individuals experiencing dual diagnosis (co-occurring mental health and substance use disorders) and providing appropriate support strategies. • Ability to liaise, mediate, and build effective partnerships with stakeholders, including clinical services, social support agencies, and community organisations. • Commitment to continuous improvement and evidence-based practice.

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



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