

Position Description

Position Title:	Senior Wellbeing Navigator Peer
EBA / Award:	SCHADS Award Level 5
Classification:	Schedule B
FTE:	1.0
Reports to Operational:	Team Leader – Support and Connect
Primary Site:	Maroondah
Last updated:	November 2025

The Mental Health and Wellbeing Local Service is an integrated wellbeing and support service delivered through partnership in the Maroondah and Yarra Ranges Local Government Areas. Operating with extended hours, we 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, Access Health and Community, Eastern Health and Oonah Aboriginal Health and Community Services.

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

The Senior Wellbeing Navigator Peer employed by Wellways, is a part of the Support & Connect Team, a Lived and Living Experience team. The Support & Connect Team includes two Senior Wellbeing Navigator Peers who support the Team Leaders to guide a large team of peers, where Lived Experience is not just included but actively leads our work. This role is central to ongoing mental health reform work in Victoria and contributes to a growing service system that places community choice and connection at the centre of care.

This is a designated consumer Lived Experience position. You will bring your Intentional Peer Support (IPS) expertise to contribute to a culture grounded in the principles and tasks of IPS. You will provide IPS to a small number of participants whose experiences may involve multiple and intersecting challenges, such as long-term mental health concerns, trauma, service disengagement, or social disadvantage.

Crucial to the role is the provision of Peer Supervision/Consumer Perspective Supervision/Co Reflection and day to day practice support and mentoring to our large team of Wellbeing Navigator Peers. You will also build collaborative relationships across the larger multidisciplinary team at the Local to support the integration of Lived/Living Experience approaches and uphold trauma informed, human rights based and recovery-oriented principles.

Key Responsibilities of the Role

Working in conjunction with the other Senior Wellbeing Navigator Peer:

- Model and support the integration of IPS principles and tasks across the Lived Experience Workforce
- Provide Peer/Consumer Perspective Supervision and/or co-reflection and mentoring to the Support and Connect team
- Contribute to an organisational culture that values Lived Experience and Peer support as distinct and complimentary ways of working.
- Build and maintain relationships with participants using Intentional Peer Support
- Lead by example in embodying IPS values of curiosity, mutuality, moving towards and relationship, even in the face of complexity or difference

Required Values & Behaviours

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

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

Respectful Collaboration: Respect different experiences and organizational views, recognizing 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 per privacy legislation
- Involve consumers/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
Leadership	• Work as part of the leadership team contributing Lived Experience expertise to the development of services and programs in partnership with the Team Leader Support and Connect • Provide day to day practice support, mentoring and guidance to Wellbeing Navigator Peers • Provide regular co reflection, Consumer Perspective/peer supervision to Wellbeing Navigator Peers, ensuring each person receives at least one session per month • Champion and role model Lived Experience Leadership and values including mutuality, dignity of risk and self determination • Actively advocate for the role, value and development of the Lived Experience workforce by raising Lived Experience perspectives, and contributing to workforce development initiatives in team and service level discussions • Support onboarding, induction and orientation for new lived experience staff
Peer Support & Participant Engagement	• Support Locals participants to explore what wellbeing means to them and walk alongside them to identify, access and engage with a range of services and supports that align with their choices and preferences by maintaining an active case load. • Actively contribute to collaborative assessment and wellbeing planning alongside clinical staff, bringing a lens that centres lived experience, relational safety and, self determination • Maintain safe, ethical and person-centred boundaries in peer work, aligned with lived experience frameworks and codes of conduct demonstrated through regular reflective practice and supervision discussions • Undertake any additional tasks as requested that reasonably fall within the scope of the position and classification.

Teamwork Culture and Professional Practice	• Maintain strong fidelity to the Mental Health & Wellbeing Locals service model and ensure Lived Experience remains central in all service delivery and team practices • Support co-production activities across Maroondah according to the Locals co-production framework • Participate actively in supervision, co reflection and team meetings • Actively participate to a positive team culture that values diverse Lived Experience, shared learning and inclusion. • Apply human rights, trauma informed and recovery-oriented principles in all areas of work • Embody and embrace Lived Experience values and principles of recovery, strength, ability and possibility to build connections with participants, colleagues and service providers.
Safety and continuous quality improvement	• Encourage the safety and well-being 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 • Commitment to ongoing personal and professional development • Engage and encourage Participant feedback to improve service delivery outcomes.
Effective and efficient information and knowledge management	• Uphold and promote participant confidentiality while affirming and supporting the participants' rights and responsibilities • Ensure documentation is maintained in the participant management system as required to meet statutory requirements and Wellways Policy

Key Requirements

Area	Description
Qualification / Role Experience	• Personal experience of distress, trauma, mental illness and/or substance use and the recovery journey, accessing and navigating health care services, including mental health services and a willingness to draw upon your experiences and recovery journey to inform your work. • Completion of Intentional Peer Support Core or Advanced Training (essential) • Minimum qualification: Certificate IV Mental Health Peer Work, AoD, Community Services, or other relevant certificate level qualification. • Minimum 3 years' experience in a Consumer Peer Work role • A strong understanding of Lived Experience values, practices and principles • Completion of Consumer Perspective Supervision Training, or willingness to undertake.
Required skills	• Demonstrated ability to use personal lived experience in a purposeful and relational well to support others • Deep understanding of the importance of self-determination, mutuality and dignity of risk in mental health and wellbeing support • Ability to build genuine, respectful relationships and connect with people from a range of backgrounds, identities and experiences • Experiencing providing mentoring, co reflection or consumer perspective supervision to lived experience workers • Demonstrated ability in providing day to day practice support and guidance to peers in a multidisciplinary team • Experience contributing to team or service development from a lived experience perspective • Confidence to advocate for the value, visibility and development of the Lived Experience workforce at service, team and system levels. • The ability to express personal views and tackle sensitive information in a constructive and diplomatic manner. • An understanding and demonstrated commitment to social inclusion and diversity.

Information Technology	• Demonstrated ability to learn and adapt to various technology platforms • Basic skills in Microsoft Office Suite and Client Record Management systems
Compliance	• National Police Check • Victorian Drivers Licence • Working with Children Check • Evidence of right to work in Australia • NDIS Workers Screening Check • NDIS Workers Orientation Modules • 100 points of identification
Other Desirable	Welcomed: We are committed to employing people with diverse backgrounds and experiences and encourage applications from: • People who identify as Aboriginal and or Torres Strait Islander • People who identify as gender diverse, living with a disability or culturally and linguistically diverse.