

Position description

Role Title:	Recovery Worker – Alcohol and Other Drugs (AOD)
Classification:	SCHADS Level 4
Schedule:	Schedule B
Program Area:	Community Living Supports (CLS)
Location:	Murrumbidgee, Illawarra, Nepean Blue Mountains, Western NSW, Mid North Coast considered
Reports to:	Team Leader
Last Revised:	May 2026

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 with mental health issues, disabilities, youth and older Australians and those requiring community care. Wellways is an equal opportunity employer that offers generous salary packaging and opportunities to undertake professional training and development. Aboriginal and Torres Strait Islander people, and people from culturally and linguistically diverse backgrounds are encouraged to apply.

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

Recovery and Support Services

Wellways provides a range of recovery and support services in mental health (psychosocial services); disability support and Carer services. All our 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

Program Summary

Community Living Support (CLS) is a NSW Government funded initiative that provides individually tailored, person-led, community based psychosocial support services for people aged 16 years and older, who experience severe mental health issues.

Wellways delivers CLS in a number of catchments across NSW. At present, we provide these services in:

- Western NSW
- Murrumbidgee & Albury
- Illawarra
- Mid North Coast
- Nepean Blue Mountains

CLS supports are delivered in close partnership with Local Health Districts, with a focus on coordinated and integrated care. CLS, a non-clinical service, offers people flexible hours and types of support that meets a person's current needs and goals. All services are provided within the context of a recovery model and in a way that empowers individuals to live in the community with self-determination and independence. As such, CLS provides people with hands on, practical support in addition to facilitating connection to, and working with other supports.

Position Summary

The Recovery Worker (AOD) provides support to participants experiencing co-occurring mental health and substance use challenges through a recovery-oriented and trauma-informed approach. The role focuses on practical support, service navigation, and care coordination to ensure responsive and person-centred service delivery.

Working collaboratively within a multidisciplinary team, the Recovery Worker (AOD) contributes to consistent, integrated care by sharing expertise and supporting colleagues in areas including harm minimisation, overdose prevention, and practice informed by an understanding of co-occurring mental health and AOD needs. The role also facilitates participant access to a range of supports, including psychoeducation, brief interventions, rehabilitation pathways, pharmacotherapy, and specialist AOD services. In addition, the Recovery Worker – AOD develops and maintains strong relationships with internal and external stakeholders to promote seamless, coordinated, and holistic support aligned with participants' individual goals. The role supports statewide CLS teams by identifying relevant AOD training and coordinating its facilitation, supporting collaborative practice and consistency within the program.

This is an inherently on-site role. The nature of program operations and stakeholder engagement requires regular physical presence across the region.

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

Responsibilities

Key Functions	Key Performance Indicators
Recovery-Oriented Service Delivery (AOD Focus)	• Provide person-centred, recovery-oriented, trauma-informed and strengths-based support for participants with co-occurring mental health and substance use needs. • Build safe, non-judgmental, affirming and culturally competent relationships that promote identity, autonomy, wellbeing and harm minimisation. • Coordinate and support effective service responses for participants experiencing co-occurring mental health and alcohol and other drug (AOD) challenges, ensuring timely access to appropriate supports. • Facilitate collaboration with peer and recovery workers to support participants with co-occurring mental health and AOD needs. • Use evidence-based recovery planning tools (e.g. Recovery Star, Before–During–After frameworks) and co-develop Individual Support Plans (ISP). • Support regional teams to develop and maintain strong referral pathways and working relationships with AOD and community service providers. • Provide tailored support to participants and assist teams in navigating appropriate AOD services. • Conduct assessments and deliver interventions aligned with the model of care, including safety planning. • Utilise training and on the job learning to assess and navigate risk in situations where a participant may be experiencing increased distress, taking appropriate steps to support participant safety and seeking support from the Team Leader, Program Manager or internal subject matter experts as required • Improve access to AOD-related supports, including psychoeducation, brief interventions, rehabilitation pathways, pharmacotherapy, and specialist services. • Strengthen coordination between internal teams and external providers to enhance continuity of care and integration of supports. • Monitor and contribute to improved participant outcomes, including service engagement and progress toward recovery goals. • Use experience measures to gather feedback from participants and their families.

Compliance, Safety and Continuous Improvement	• Complete all documentation, assessments and notes on the same day information is obtained. • Provide reports and data to the Team Leader as required. • Demonstrate adherence to policies, procedures, OHS and relevant legislation. • Participate in audits, reviews and quality improvement activities with a focus on inclusive service delivery.
Participation, Co-Production & Team Contribution	• Support and contribute to workforce development activities related to AOD practice (including harm minimisation, overdose prevention, and practice informed by an understanding of co-occurring mental health and AOD needs). • Incorporate participant, family and carer feedback into practice. • Contribute specialist knowledge to team discussions, reflective practice and planning. • Contribute to strengthening organisational practice with a focus on integrated AOD and mental health recovery for co-occurring needs. • Manage personal workload effectively while maintaining collaboration and shared accountability with the Team Leader • Participate in supervision, reflective practice, professional development and training. • Support and provide guidance to colleagues, volunteers and students.
Stakeholder & Community Engagement	• Develop and sustain strong partnerships with AOD services, community groups, like minded services, and safe spaces to support integrated and coordinated care pathways. • Promote the program at local events, community activities, and local AOD networks. • Represent Wellways professionally across community settings, ensuring visibility and connection with stakeholders.

Essential Requirements, Knowledge, Experience and Skills

Qualifications & Essential Requirements	• Minimum Certificate IV in Alcohol and Other Drugs, or an equivalent qualification with an AOD specialisation, and relevant experience in a mental health and/or AOD context. Where formal AOD qualifications are not held, demonstrated equivalent experience in an AOD or co-occurring mental health and AOD role may be considered. • Strong understanding of recovery-oriented and trauma-informed practice, with contemporary knowledge of co-occurring mental health and AOD recovery, including harm minimisation principles. • Experience engaging and supporting people from diverse identities and backgrounds. • Working With Children Check (NSW) • National Police Check • NDIS Screening Check and completion of NDIS Quality and Safeguards Module 'Quality, Safety and You' • Current Driver License (and ability to travel across the region). • Right to Work in Australia.
Desirable Skills and Knowledge	• Higher-level tertiary qualifications in mental health and AOD. • Lived experience of accessing AOD supports • Experience in delivering groups in mental health and or AOD. • Additional training in trauma-informed care, youth development or suicide-prevention.
Technical Knowledge and Experience	• Clear, concise and inclusive written documentation. • Effective verbal communication across diverse audiences. • Ability to build trust with participants, families, clinicians and partners. • Inclusive, respectful and culturally safe engagement style. • Ability to manage emotions, perspectives and relationships constructively. • Strong time-management and prioritisation skills. • Ability to troubleshoot barriers and maintain progress toward goals. • Capability to set up simple systems and routines for effective workflow. • Strong professional boundaries and ethical practice. • Ability to work independently, off-site and make sound judgments. • Commitment to reflective practice and using supervision effectively. • Understanding of affirming practice: pronouns, inclusive language, gender affirmation fundamentals. • Ability to link people with suitable AOD services.

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: nil

Attachment 1

