

Position description

Position Title:	Link Worker
EBA / Award:	Social, Community, Home Care and Disability Services Industry Award
Classification:	Schedule B level 4
Reports to Operational:	Local Service Operation Manager and or Team Leader – Mental Health and Wellbeing Services
Primary Site:	Geelong
Last updated:	October 2025

About the Service

The Royal Commission into Victoria’s Mental Health System has challenged us to think beyond incremental improvement to deliver a mental health system that helps all Victorians live their best lives. In a region characterized by fragmentation, complexity, and access barriers, implementing the Greater Geelong and Borough of Queenscliff Mental Health and Wellbeing Local (GGQ Local) is a key step in realizing this goal.

The GGQ Local is delivered by a consortium of equal partners: Barwon Health, Wathaurong Aboriginal Cooperative Ltd, Wellways Australia and ERMHA365.

The GGQ Local is underpinned by positivity, hope and inclusion. No matter whether a consumer, carer or provider enters or seeks assistance via digital platforms, contact Centre, or physical locations, the first engagement will always start with a simple question: “Welcome, how can we help?” Drawing on established services, networks, and pathways, the GGQ Local provides seamless integration between local, area and wellbeing services for the benefit of consumers, carers, and providers. This is supported through standardized assessment tools, treatment and support processes, care plans and care coordination, colocation of services and regional navigational pathways.

Position Summary

The Link worker, employed by Wellways, is responsible for delivering the social connection, inclusion and engagement trial to support people who are isolated and or experiencing mental health challenges to find meaningful connection within their local community.

The role of the Link Worker will be utilising your real-life experience, coupled with skills learned through education and training to facilitate the development of social connections and encourage the support of other community members to be inclusive. It is through developing these social connections and linkages that consumers and their support networks can independently be active in community life.

The Link worker works directly with consumers, and their family members and carers to link in with a range of social and community networks e.g. to find and attend a community class or social group with a consumer that matches their interests, support them as they gain confidence catching public transport to give them more access to their region, try out different sporting groups to find their passion.

This role will work with other disciplines to instill hope through positive self-disclosure and positive role modelling, offering practical ways of overcoming day-to-day barriers and by challenging each other to try new things.

The GGQ Local Link Worker role will operate on a rotating roster and will require after hours and weekend work.

The Social Prescribing Program is a social connection, inclusion and engagement program to support people who are isolated and or experiencing mental health challenges to find meaningful connection within their local community.

The three core elements of our service are **people, purpose, and place**.



Responsibilities

Key Functions	Key Performance Indicators
Support	• Build peer relationships using the Intentional Peer Support Model • Engage consumers, their family and carers to develop professional and trusting relationships • Support consumers to participate in age-appropriate activities and outings in the community to: ○ Foster independence and belonging in their local community ○ Encourage naturally forming social links in the community ○ Reduce isolation, loneliness and stigma ○ Improve sense of well-being ○ Support reconnecting or discovering of social and recreational activities in their local community • Provide transport support if needed
Planning & Coordination	• Support local community groups and organisations to participate in Social Prescribing, including capacity strengthening • Where required, contribute to the review and development of care and risk plans, reflecting upon individual goals, aspirations, and capabilities • Work with family/carers, natural supports, case managers and other professionals to support the client's goals
Safety	• Encourage the safety and well-being of clients and report any concerns, issues or incidents arising during care delivery to the relevant Team Leader • Complete incident reports as required • Take responsibility for the maintenance of a safe and healthy working environment by following work health and safety policies and procedures, including location specific training
Other	• Develop and deliver power point presentations to a wide range of stakeholders within the community, which is aimed at increasing the awareness and capacity relating to mental health, wellbeing and social inclusion • Work under general direction and deliver support in establishing and delivering support, in collaboration with internal and external work groups that are relevant to service delivery, as and when directed by the Managers • Maintain a high level of confidentiality when dealing with internal and external stakeholders • Actively participate in and contribute to your team and wider organisational initiatives • Undertake relevant training and professional development, including regular supervision, team meetings and reflective practice • Contribute to service delivery improvements

	• Fulfil responsibility to comply with relevant legislation, Government directives, policies, procedures and plans • Keep accurate and complete records of your work activities in accordance with legislative requirements and the department's records, information security and privacy policies and requirements • Take reasonable care for your own health and safety and for that of others in the workplace by working in accordance with legislative requirements and the department's OHS policies and procedures • Employee will be required to consent to their details being jointly held by Barwon Health and Wellways to allow access to relevant systems (e.g., electronic medical records, information systems, RiskMan)
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Essential Requirements, Knowledge, Experience and Skills

Qualifications & Essential Requirements	• Cert IV Peer Work (Mental Health or AOD) or Intentional Peer Support or less formal qualifications with specialized skills sufficient to perform at this level • Knowledgeable in accessing a range of relevant community resources, particularly in the areas of health, drugs and alcohol, legal, income support, employment and recreation • A commitment to Person centred practice and maximizing the opportunities and support for people with a mental illness or psychological distress within their local communities • Current valid Drivers License • Satisfactory National Police Records Check • Working With Children Check • NDIS Workers Screening Check • Completion of the NDIS Worker Orientation Module – free online course • Right to Work within Australia • Available to participate in out of hours activities as required to undertake the requirements of the role • COVID 19 Vaccination Certificate with Booster (third dose) or valid medical exemption
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Technical Knowledge and Experience	• Demonstrated experience and skills in working within programs for people with complex support needs who may also experience associated risk factors such as substance abuse, frequent in-patient admissions or self-harm • Working collaboratively with multiple stakeholders to achieve outcomes where a degree of influence and negotiation is required • Ability to connect with people with diverse background and experiences • Demonstrated ability to operate in a way that ensures maximum participation of participants • An ability to establish effective partnerships including liaison, mediation, negotiation and consultation • An ability to work with culturally and linguistically diverse communities and individuals • Commitment to best practice • Effective interpersonal and communication skills, including the ability to contribute positively within a team, influence and negotiate with others • Effectively use IT systems including Microsoft Office, TCM and CRM systems • The ability to approach problem situations creatively, to be resourceful and reflective
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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: 0

Travel Percentage: As required

On Call: n/a