



Position description

Title of the role:	Senior Recovery Worker
Program Area:	Rehabilitation Services
Classification:	SCHADS Level 4 (Schedule B)
Location:	North West Melbourne
Reports to:	Program Manager, PARC
Last Revised:	June 2026

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 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

The Prevention and Recovery Care (PARC) program is a collaborative service between Wellways and Western Health (WHAMHS)

The Yanna Yanna PARC program is specifically designed for up to 12 women and up to three dependent children who can reside with their mothers. This is inclusive of trans and gender diverse people who identify as non-binary or as female. Priority is given to women who may have complex trauma, experience of family violence or where a mixed gender facility is deemed detrimental to their recovery. This may include women with cultural and religious backgrounds who express a preference for a women-only environment, women who have had a negative experience in a mixed gender facility which may prevent them otherwise seeking treatment and support; women who have no alternative childcare supports and would benefit from maintaining the family unit whilst receiving treatment, or women experiencing housing instability or homelessness and are awaiting alternate accommodation.

PARCs provide a sub-acute, home-like environment in the community for people who are becoming unwell, or who are in the early stages of recovery from an acute illness and need a short period of additional support to strengthen their gains from spending time in an inpatient setting and to consolidate their community transition and recovery treatment plans. This women-only PARC will provide an essential service within the continuum of care that will empower and provide opportunity to women to seek mental health care and treatment that they may not receive otherwise.

PARCs combine clinical and psychosocial support delivered by multidisciplinary teams. Clinical intervention is provided to PARC through the Area Mental Health Service, and the program is staffed 24/7 including day, afternoon and sleepover shifts.

Position Summary

The Senior Recovery Worker reports to the Manager, PARC and plays a key role in supporting the ongoing development of the PARC team, monitoring the quality of the program and providing case coordination and management to residents of the PARC program. The Senior Recovery Worker is responsible for:

- Maintain a reduced participant caseload, including keyworking responsibilities where required.
- Support participants to identify and work towards their recovery goals.
- Assist staff in responding to participant feedback, complaints and service concerns.
- Ongoing development and support of team culture inclusive of partnership clinical team
- Supporting the Wellways team with on the ground prompting and guidance
- Assist with induction, mentoring and ongoing development of staff
- Providing reflective practice to the Wellways team supporting the ethos of 'client self-direction'
- Case planning: convene case planning meetings with clinicians, lead agency case manager, consumers and their families, and other service partners.
- Case coordination; coordinate activities for the PARC consumer and our partners in service delivery (clinicians, employment services, education providers, accommodation providers)
- Attend and contribute to multidisciplinary meetings, reviews and handovers
- Support quality control of PARC environment inclusive of bedroom turnover, communal spaces, management of hazards and upkeep of building including food safety
- Assisting with maintenance of the roster, coordinating casual coverage where required and assisting with recruitment, orientation and training of new staff
- Ensuring that operational and administrative requirements are met including regular reporting

requirements and records maintenance

- Monitor documentation standards and provide support to staff where required.
- Ensure participant records are completed accurately and within required timeframes.
- Contribute to audits, accreditation processes and quality improvement activities ensuring legislative requirements are met.
- Coordinate daily operations and workflow to ensure safe and effective service delivery.
- Monitor participant allocations, keyworking responsibilities and group program delivery.
- Support the coordination of admissions, discharges and participant transitions.
- Ensure continuity of care through effective communication and handover processes.
- Assist in managing bed flow and occupancy in collaboration with clinical partners.
- Assist staff in responding to participant feedback, complaints and service concerns.
- Occasions requiring “Acting Up” as PARC Program Manager where required

The PARC program forms part of the EastNorth West region and works with the team and other key stakeholders in the ongoing development and effective implementation of organisational and regional strategic plans.

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

Responsibilities

Key Functions	Key Performance Indicators
Rehabilitation Services Providing direct support to participants within the framework of the organisations policy and procedures, all applicable legislative standards and any relevant accreditation standards.	Working in the context of the individual, family and community, the Senior Program Worker will be expected to: • Engage participants and developing professional and trusting relationships • Participate in formal entry assessments in both an inpatient unit setting and a psychosocial rehabilitation setting • Participation in the delivery and support of the PARC group program and responsibility for at least one agreed group activity per week • Assistance for participants with activities of daily living • Work with participants to identify areas of need using key assessment and outcomes measurement tools • Develop individual service plans with each participant which incorporate individual goals focusing on skill and knowledge development while working towards recovery • Provide direct practical support to participants to attain the skills required to meet the goals identified to ensure social inclusion • Encourage linkages into a range of activities to support

	achievement of goals, including all other Wellways services • Work with participants, to regularly monitor and update their individual plans and progress in line with the plan • Work actively with participants to plan their exit from the program and assist in building longer term support networks • Ensure that all operational and administrative requirements are met including regular reporting requirements and records maintenance • Maintain safe work practices and a safe and healthy environment in accordance with occupational health and safety policies and legislation
People Development Supporting the development of people capability and supporting the integration of organisational values	Working with the Manager, PARC to: • Support the ongoing development of Team Culture inclusive of key stakeholders and partnership • Provide reflective practice for the Wellways team supporting the ethos of 'Client self-direction'
Program Coordination Support program resources and quality management within the framework of the organisations policy and procedures, all applicable legislative standards and any relevant accreditation standards.	• Quality control of PARC environment inclusive of bedroom turnover, communal spaces, management of hazards and upkeep of building including food safety • File Audits ensuring legislative requirements are completed for each participant entering the service • Assist with maintenance of the roster, casual/agency coverage where required, assist with recruitment, orientation and training of new staff
Team Effectiveness Working as an active member of the program team to ensure the achievement of program goals and the application of best practice frameworks.	As a team Member this will include: • Working as part of the team on the basis of an ethos of collaboration, co-operation and mutual support • Support for, and on-going development of, an environment based on • shared accountability and effective knowledge sharing • Co-operating with all team members in order to ensure continuity of care and the provision of an exceptional service offer • Actively participating in team meetings, service planning sessions, PDR, operational committee meetings • Reflective practice and staff development activities
Organisational Alignment Contributing to the effective operation and on-going development of the program offer to ensure that the program reflects Wellways values, best evidence-based practice and demonstrates innovation	This will be achieved through on-going contribution and awareness ensuring that: • The programs provided reflect the core values of Wellways • Consumer needs are reviewed to ensure an effective service aligned with need • Quality systems and standards are subject to on-going development to • support enhanced program delivery • Effective relationships are established and maintained with

	other organisations
Stakeholder Engagement Working with the wider community and key stakeholders to support value adding participant outcomes	Participating in program promotion and developing appropriate linkages with other community agencies, clinical services and other Wellways programs • Participating in the development and delivery of community education in • relation to mental health • Representing Wellways in a variety of settings, including other agencies, members, participants, carers and families to raise awareness of mental illness issues at the local level and to 'market' the organisation regionally • Assisting in the support of volunteers and students
Other Duties	• As required, the cleaning of participant bedrooms upon exit This is a shared responsibility of all PARC staff.

Qualifications & Essential Requirements	• Certificate IV/Diploma in Mental Health, AOD or related field OR tertiary qualifications in social science or related discipline (current studies also considered) • Prior experience working within the Mental Health industry or community-based organisation • Current and valid Driver's License and the ability to undertake some travel • Appropriate IT skills • Satisfactory National Police Records Check • Current and valid Working with Children Check • Right to Work within Australia • 100 points of ID • NDIS Worker Orientation Module Certificate • NDIS Worker Screening Check • Evidence of COVID booster vaccination or valid medical exemption
Technical Knowledge and Experience	Required: • Demonstrated experience and skills in working within programs for people with a serious mental illness or their carers • An understanding of the biopsychosocial model of mental health and how social inclusion principles are applied to service delivery • 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 Desirable: • Experience providing reflective practice • Experience in the operation of residential programs • An understanding of the medications used in a sub-acute setting including effects of medications, side-effects and medication interactions • Fluency in other languages • Experience in Microsoft suite of products, especially MS Outlook, MS Word, MS Excel.

Skills	Communication • Effective communication skills, verbal and written, particularly as these apply to the writing of case files notes, written and verbal handovers. Interpersonal • Strong skills in developing and maintaining relationships with staff and other key stakeholders. • Able to see things from others point of view and confirm understanding of that point of view. • Able to express personal views in a constructive and diplomatic manner. • Able to reflect on how one's own emotions impact on others. Organising and Planning • Able to prioritise competing activities and operate accordingly, reviewing and adjusting as required. • Able to implement systems and procedures to guide work and track progress. • Able to recognise barriers and find effective ways to deal with them. • Able to identify processes, tasks and resources required to achieve a goal Self-Management • Takes the time to think things through. • Able to anticipate one's own reactions to situations and prepare accordingly. •
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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: -

Special Requirements: The program is staffed 24/7 and includes day, afternoon and sleepover shifts

