

Position Description

Title of the role:	Early Career Wellbeing Navigator Peer
Classification:	SCHADS Schedule B – Level 3
Role type:	Fixed Term
Program:	Mental Health & Wellbeing Locals
Location:	Various Locations, Victoria
Reports to:	Local program Team Lead and Lived experience Early Career Program Lead
Last Revised:	August 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 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

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

Organisational Commitment to Reconciliation

Wellways mission is to work with people who experience mental illness and other disabilities, their families and their communities. We assist and advocate for people to gain greater physical, mental, social and emotional wellbeing and to be fully welcomed as part of their community. We know that Aboriginal and Torres Strait Islander people have not always been well-served by mental health and disability organisations, and that their social and emotional wellbeing has been impacted by generations of trauma, injustice and deprivation. Wellways recognises our responsibility as an organisation 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.

Wellways Reconciliation Action Planning journey began with an organisational quality improvement project that looked at creating welcoming environments for people from First Nations communities. This project carried forward a commitment from the Leadership Team to develop a RAP which provides Wellways with a framework for the future, detailing steps and priorities to develop programs and activities that will contribute to “Closing the Gap” especially within Social and Emotional Wellbeing (Mental health), between First Nations people and other Australians. As part of our commitment to reconciliation we are working to create culturally aware and safe services for First Nations Community Members

Position Summary

In response to the Royal Commission into the Victorian Mental Health System, funding has been made available to support the development of an early career workforce across specialist areas including clinical, wellbeing and lived/living experience workforce roles across the Mental Health and Wellbeing Locals.

As part of this initiative, The Early Career Wellbeing Navigator Peer role is being offered to individuals who are beginning their careers in mental health and wellbeing services.

This Graduate role is designed for individuals who will utilise their lived and living experience (LLE) of mental health challenges, substance use, addiction, and/or suicidality. The position is full time or part time (four days per week) typically within standard business hours, though specific shift time may vary based on operational requirements, with all shifts and rosters open for consultation.

Successful candidates will be supported by a robust, structured learning environment, which includes developing individualised learning plans in collaboration with their direct line supervisor and lived experience practice lead. This comprehensive support system ensures a balanced approach to learning, practice development and direct service delivery. This program will utilise best practice lived experienced frameworks such as the Intentional Peer Support model to support early career wellbeing navigator peers to utilise their lived experience to support participants. Through this framework, the successful candidate will gain practical experience in walking alongside participants in their recovery journey.

Responsibilities

Key Functions	Key Performance Indicators
Delivering Peer Support	Key Deliverables: • With guidance and supervision, deliver best practice peer support to participants utilising peer work discipline, organisational policies and procedures, applicable legislative standards, and relevant accreditation standards. • Using best practise peer work frameworks, to develop mutual peer relationships by sharing personal lived/living experience, including the impact of mental health challenges and their recovery. • Work alongside participants to identify their individual goals using peer work principles such as respect, mutual understanding and shared responsibility. • Observe, participate and co facilitate peer led groups. • Prepare and maintain accurate case notes and other documentation. • Build hope-based peer relationships with respect and dignity. • Demonstrate initiative to develop, regularly review and complete learning goals and tasks. • Demonstrate commitment to regularly practice self-care and self-reflection. • Maintain safe work practices by working in accordance with occupational health and safety policies and legislation. • Communicate relevant handover of participant and program information or concerns to the appropriate Manager or senior staff member. • Support participants in developing strengths, well-being practices, self-identified recovery goals, support systems and community connections. • Promote social inclusion, community linkages, whilst considering inclusivity and accessibility and being aware of the diverse needs, cultural backgrounds of our participants. • Encourage self-determination, self-advocacy and self-care practices. • Uphold consumer perspective values and foster recovery-oriented, strength-based relationships. • Apply the principles of confidentiality to ensure people are treated fairly and with mutual respect and understanding. • Contribute to ongoing program development and innovative projects from a peer perspective.

Teamwork and Collaboration	• Work collaboratively with team, volunteers and service providers to enhance understanding of personal recovery and build capacity to provide holistic, inclusive and recovery oriented mental health services. • Engage effectively in a multidisciplinary and integrated team approach, including colleagues with lived experience of mental health and/or substance use challenges. • Work collaboratively with team members to ensure continuity of care and exceptional service delivery. • Regularly reflect on performance feedback and development as an early career Wellbeing Navigator Peer to meet the required support standards. • Actively participate in professional development opportunities, team meetings, peer mentoring, practice supervision, community of practices and line supervision as required. • Demonstrate a learning and growth mindset throughout the program. • Apply on-the-job learning and supervisor feedback to improve peer support practice. • Consistently uphold high standards of commitment, integrity, and diligence in all work and decision-making. • Mentor and support cadets in their professional development and coursework. • Participate in Initial Assessment and Referral (IAR) with Peers, Clinical team and participants to collaboratively determine the recommended level of care. • Maintain a caseload of participants and work independently to provide 1:1 peer support. • Assist in the coordination, facilitation, and administration of group programs.
Work with consortium partners	• Collaborate respectfully with partner organisations within the Mental Health and Wellbeing Local. • Facilitate constructive links with appropriate community and clinical services and resource through referral and network activities. • Represent the Mental Health and Wellbeing Local in a positive and professional manner when dealing with internal and external stakeholders. • Develop awareness of challenges and workplace hazards specific to community work.

Essential Requirements, Knowledge, Experience and Skills

Qualifications & Essential Requirements	• Considered an Early in Career Peer worker, i.e. Recently completed Certificate IV in Mental Health Peer Work OR completed theoretical components of the Certificate IV in Mental Health Peer Work and yet to complete placement hours OR have been practising peer work in other roles without formal qualifications and have a willingness to enrol in the Certificate IV Mental Health Peer work. Lived/living experience of mental health distress or substance use. • Willingness to intentionally and purposefully use this experience to support others. • Intermediate IT skills and willingness to develop further as required to meet workplace requirements (i.e. Microsoft Word, PowerPoint, Outlook, and Microsoft Teams) Essential Compliance Requirements: • 100 points of ID • Current Satisfactory Police Check • Current Satisfactory Working with Children Check • Right to Work within Australia • NDIS Worker Orientation Module completion certificate • Current Satisfactory NDIS Worker Screening Check
Technical Knowledge and Experience	Required • Understanding of sharing lived experience with intention for the benefit of the participant. • Strong understanding of personal learnings from Lived/Living experience. • Willingness to work with sensitivity with culturally and linguistically diverse communities . • Commitment to anchoring work in the peer work discipline, and its values and principles. Desirable • Understanding of skills required to work together with people who live with mental health challenges. • Experience working effectively within a team environment. • Desire to work in a community-based organisation. • Readiness to work in a way that ensures maximum participation outcomes for participants. • Understanding of the importance of collaboration when working in an integrated multidisciplinary team. • Fluency in languages other than English.

Skills	• Effective interpersonal and communication skills, including the ability to contribute positively within a team, influence and negotiate with others. • Demonstrated ability to monitor own wellbeing, practice self-care and seek support where needed. • Ability to identify and plan for areas of personal and professional development. • Ability to promote a culture of hope and optimism by effectively sharing lived/living experiences of recovery for the benefit of the participant. • Ability to see things from other points of view and have discussions in a constructive manner. • Able to reflect on how one's own actions may impact others and team dynamics.
Consumer Focus	• Ensure an excellent standard of service is offered by partnering with participants and/or carers and the community at all levels of health care provision, planning and evaluation. • Willing to work to uphold a human rights approach. Maintain a professional and friendly approach in all interpersonal communication with, participants, carers, families, and colleagues. • Recognise and respond to the needs and requirements of each individual participant and/or carer. • Ensure all service planning and delivery is inclusive of families and carers as far as practicable. Ensure family/carers are offered their own recovery planning and 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:	May be required from time-to-time to attend Wellways Head office (Fairfield) or other locations for participation in events.
On Call:	N/A

