

Position description

Title of the role:	Carer Services Navigator
Classification:	SCHADS Level 4
Schedule:	B
Program Area:	Carer Gateway Services
Location:	NSW – Southern Highlands
Reports to:	Service Integration Lead South West Sydney and Southern Highlands
Last revised:	May 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

About Carer Gateway

Carer Gateway is an Australian Government funded program that provides free services and supports for unpaid family carers. The program supports carers to maintain their wellbeing and sustain their caring role, recognising the vital contribution carers make in supporting family members and friends who have a disability, medical condition, mental illness, chronic health condition or who are frail due to age.

Wellways delivers the Carer Gateway program across Queensland, and in New South Wales in the South West Sydney and Nepean Blue Mountains regions. Services are available to carers at any stage of their caring journey and are delivered through a range of service delivery settings.

Delivery of Carer Gateway by Wellways is informed by the National Carer Strategy 2024–2034 and is underpinned by principles of inclusion, equity, participation and continuous improvement. The program values the lived and living experience of carers and seeks to embed these perspectives in service delivery and ongoing learning.

Position Summary

The Carer Services Navigator is a frontline, community-based role that strengthens identification, access and engagement of unpaid carers across the Southern Highlands, NSW. The position works directly with carers, families, community partners and local services to ensure carers are identified early, connected to appropriate supports, and supported to sustain their caring role.

The role combines proactive community engagement with direct, practical carer support, including intake, planning, facilitated coaching and in-person peer support, delivered in line with Carer Gateway guidelines and Wellways values. Through outreach, relationship-building and place-based service delivery, the Carer Services Navigator contributes to improved visibility of carer supports, strong local referral pathways and positive, culturally responsive engagement with carers who may otherwise remain hidden or unsupported.

Working closely with the Service Integration Lead and local Carer Gateway teams, the role plays a key part in translating Carer Gateway service pathways into accessible, responsive and locally relevant support for carers.

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

Responsibilities

Key Deliverables	Key Performance Indicators
Community Engagement	• Undertake proactive, place-based outreach and engagement across the Southern Highlands to increase awareness and visibility of Carer Gateway supports. • Build and maintain strong relationships with local community organisations, service providers, schools, health and aged care services to support early identification of carers and sustainable referral pathways. • Deliver inclusive, culturally responsive engagement activities that support participation by diverse communities, including carers who may be isolated or less likely to seek support. • Participate in local events, networks and community forums to strengthen connection, trust and collaboration across the region.
Intake, Assessment & Planning	• Identify, engage and support unpaid carers through timely intake, registration and planning conversations in line with Carer Gateway guidelines and eligibility requirements. • Utilise the Carer Support Framework to undertake intake, assessment and planning, including use of the Carer Star tool to understand carers' needs, strengths, risks and goals.

	• Work with carers to develop agreed, individualised action plans that reflect their aspirations, respond to current support needs and contribute to their health, wellbeing and ability to sustain their caring role. • Support carer-directed planning and decision-making, working with carers to identify priorities and choose supports that align with their preferences, circumstances and caring role, in accordance with Carer Gateway guidelines and eligibility requirements. • Provide carers with clear information about available internal and external programs and supports, including counselling, facilitated coaching, in-person peer support, financial packages and community services, and coordinate referrals as required. • Maintain strong knowledge of funded and non-funded services and local support options to support carers to navigate their local community and service system. • Ensure referrals and service confirmations are provided to service delivery teams with accurate and complete information to support timely and coordinated commencement of services. • Identify, assess and respond to risk, including suicide risk and violence risk, developing and implementing safety and action plans where required and escalating concerns in line with organisational policy and in consultation with the Service Integration Lead. • Maintain accurate, timely documentation within client management systems to support continuity of service, quality assurance and reporting requirements.
Service Delivery	• Deliver direct, practical and non-therapeutic supports to carers in line with Carer Gateway service design, practice frameworks and Wellways values. • Provide support to carers through facilitated coaching and in-person peer support, ensuring service delivery is safe, responsive and aligned to individual carer goals and circumstances. Facilitated Coaching • Deliver facilitated coaching as a short-term, carer-led, non-therapeutic service in accordance with the Facilitated Coaching Service Guidelines. • Support carers to identify self-directed goals, develop and implement action plans, and build confidence, agency and resilience. • Provide coaching over one to six sessions, delivered face-to-face, by phone or online as appropriate. • Support carers to explore topics relevant to their caring journey, including health and wellbeing, work and finances, advocacy, everyday life, inclusion and emotional wellbeing. • Encourage and support engagement with self-guided coaching resources where appropriate. • Maintain clear boundaries between coaching, counselling and crisis intervention, escalating or referring carers to appropriate supports when required. In-Person Peer Support • Facilitate in-person peer support groups in line with In-Person

	Peer Support Guidelines, Peer Support Principles and the CHIME framework (Connectedness, Hope, Identity, Meaning and Empowerment). • Create inclusive, welcoming and emotionally safe environments where carers feel respected, valued and able to connect with others who share lived experience. • Deliver group sessions in accordance with training requirements and program KPIs, balancing structured session planning with flexibility to respond to participant-identified priorities and topics. • Support carers to build communication skills, strengthen relationships and move towards individual and shared goals through peer connection and mutual support. • Participate in reflective practice and supervision to support safe, ethical and effective peer facilitation.
Team Effectiveness	• Work collaboratively with the Service Integration Lead and Carer Gateway team members to support coordinated, responsive and effective service delivery. • Promote a culture of collaboration, shared accountability, respectful communication and continuous improvement across service areas. • Actively participate in supervision, reflective practice, Communities of Practice, team meetings and service planning activities. • Engage in mandatory training, professional development and learning opportunities aligned with the role, including training required to deliver facilitated coaching and in-person peer support safely and effectively. • Use lived experience, where appropriate and safe, to enhance engagement, learning and support for carers, in line with principles of ethical and safe storytelling. • Work autonomously while remaining flexible, open to feedback and responsive to emerging service and community needs.
Quality	• Deliver services in accordance with Wellways policies, the Carer Gateway Service Provider Operating Manual, funding requirements, and relevant quality, safety and risk frameworks. • Ensure assessments, action plans, referrals and service activity are documented accurately and in a timely manner within client management systems to support continuity of service, compliance and reporting requirements. • Maintain strict client confidentiality and uphold carers' rights and responsibilities at all times. • Identify, report and respond to incidents, complaints and risks in line with organisational policy and within specified timeframes. • Maintain safe work practices and contribute to a safe, inclusive and healthy working environment. • Complete administrative and reporting requirements associated with service delivery, engagement activities and program participation, exercising appropriate judgment, accuracy and attention to detail.

Organisational Alignment	• Using established organisational systems and processes in line with Wellways policies and procedures • Supporting the reputation of Wellways as a preferred provider by contributing to high quality service delivery and by operating in line with Wellways values and Code of Conduct • Fostering effective communication and maintaining positive relationships with internal and external stakeholders • Establishing and maintaining effective relationships with other organisations to ensure effective service delivery
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Qualifications & Essential Requirements	• Lived experience as a family carer • Experience working within a Lived Experience/Peer framework • Certificate IV or above in a support discipline and/or Equivalent Community sector experience • Current valid Driver's Licence • Work in a mobile setting and ability to travel when necessary • Satisfactory National Police Records Check (within 12 months) • International Police check (if required) • Current Working with Children Check • NDIS Workers Screening check • Appropriate IT Skills • Right to Work within Australia • NDIS Worker Orientation Module Certificate – Quality Safety and You - free online module
Technical Knowledge and Experience	Required: • Thorough understanding of the caring role and evidence based, best practice Carer supports that enable Carers to sustain in their caring role and enhance their own wellbeing and identity. • Demonstrated knowledge of caring roles and the impact on Carers health and wellbeing to determine support requirements. • Experience in coordinating responsive individualised support to individuals, families, young people and children with caring roles. • Demonstrated skill in establishing empowering and supportive partnerships with individuals, families, young people and children with caring roles. • A commitment to family centred practice and maximising the opportunities and support for people within their local communities. • Strong understanding of community development principles and how to build sustainable partnerships with local organisations. • Experience in community engagement, outreach, and stakeholder relationship management. • Knowledge of the carer sector, aged care, disability, mental health, and health services in the Southern Highlands, NSW. • Previous experience in facilitating Psychosocial Education and/or Peer Led Programs for young people. • An understanding and demonstrated commitment to social inclusion and diversity. • Personal insight into the impact of stigma and the subsequent effect this has for individuals, families and the broader community. • Prepared to use your lived experience to enrich the support and learning experiences for Carers. • Have a strong understanding of the importance of 'safe storytelling' and able to implement when supporting Carers. • Personal knowledge of region-specific health services, formal and informal community networks and primary health services • Demonstrated knowledge of caring roles and the impact on Carers health and wellbeing to determine support requirements.

Skills	Teamwork • The ability to communicate and model a vision that supports enthusiasm and commitment. • Support a culture and environment that fosters innovation in service delivery. • The ability to identify potential issues and setbacks and work with colleagues to optimise outcomes. • Demonstrated understanding of and commitment to Wellways values. Strategic Planning • Ability to plan alongside the team Service Integration Lead and with colleagues to develop effective solutions and mitigating strategies to program challenges. Communication • Partnership, participation and negotiation - an ability to liaise, consult and negotiate effectively including an ability to encourage participation and develop effective partnerships with stakeholders. Proven ability and experience in representing organisations. • Effective communication skills, verbal and written, including the ability to develop reports and recommendations on service issues, public speaking and presentations. • Listening skills that support active listening to Carers' needs • Patient and non-judgemental when listening and exploring Carer challenges. Organising and Planning • Able to identify more and less critical activities and operate accordingly, reviewing and adjusting as required. • Able to support development and implementation of 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. • Able to take an organized, methodical approach to work tasks. Information Technology • Proficient with the range of digital platforms including but not limited to: ○ Microsoft Office Suite ○ Client management systems ○ Able to use a variety of online meeting platforms Required: • Ability to articulate and share personal strategies for self-care, safety and well-being. • Levels of awareness and empathy that allow effective work with groups that may challenge own ethical opinions and values. • Active curiosity that facilitates exploration and engagement of opportunities that emerge from Carers' involvement in community.
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	• Goal focused – able to create and follow agendas for facilitating peer support forums and is open to ongoing self-development.
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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

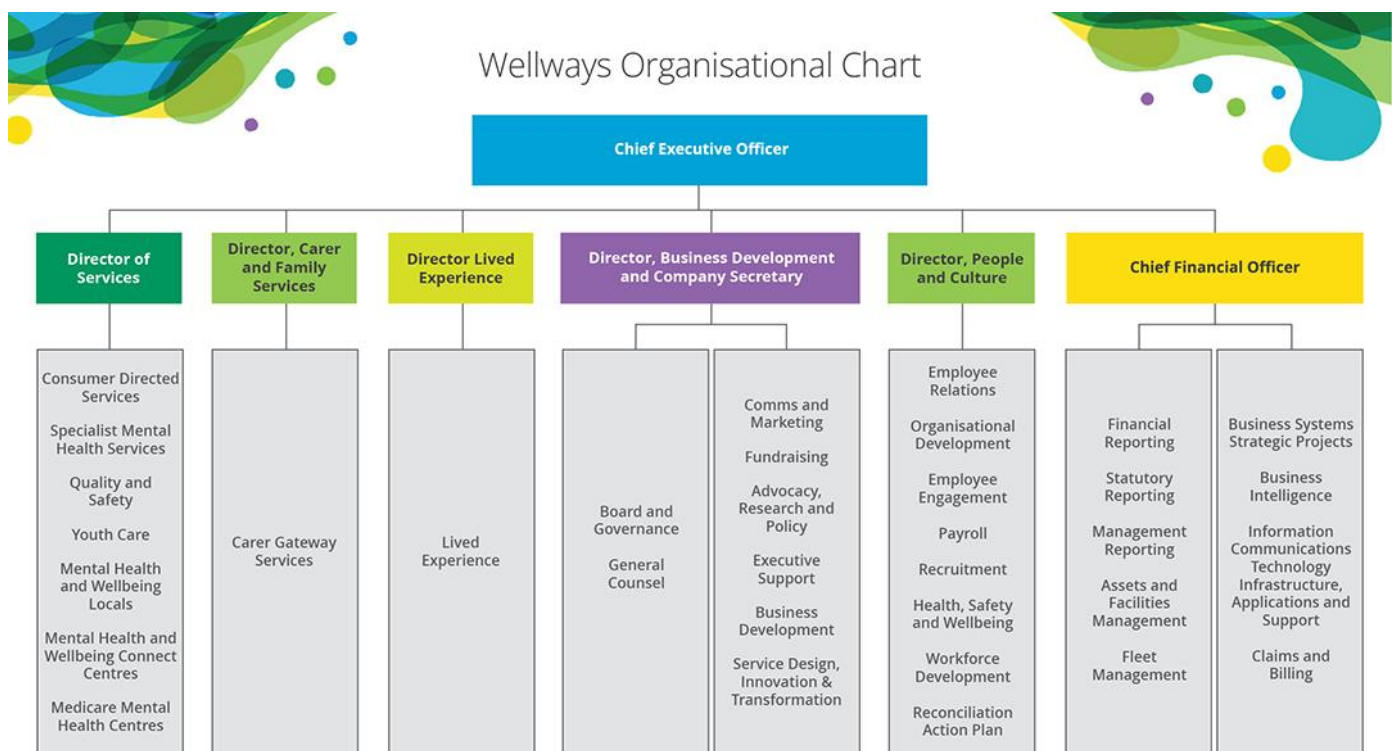
People – Number of Directs: n/a

Travel Percentage: When required

On Call: n/a

Special Requirements: Require a Drivers Licence

Attachment 1



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