

Position description

Title of the role:	Wellbeing Navigator
Classification:	SCHADS Schedule B Level 4
Program Area:	Carer Gateway, Family and Carer Services
Location:	Brisbane, Campbelltown
Reports to:	Team Leader
Last Revised:	April 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

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 Wellbeing Navigator is a frontline role within Wellways' Carer Gateway services, supporting carers to identify their needs, strengthen wellbeing and access tailored supports that respond to their caring role. Reporting to the Team Leader, the role provides in-depth engagement, collaborative planning and coordinated support for carers accessing the Carer Gateway.

The role draws on a strong understanding of the caring journey, and the impacts caring can have on wellbeing, participation and identity. Working with carers, the Wellbeing Navigator explores experiences, priorities and opportunities for change through wellbeing conversations and outcomes focused- discussions, including the use of tools such as the Carer Star to support shared reflection and inform collaborative planning and goal-setting. The role supports carers to navigate complexity within the service system by facilitating coordinated referral pathways within Wellways' Carer Gateway services and across aged care, disability (NDIS), health, mental health and community based- supports.

The Wellbeing Navigator also supports carers experiencing short-term emergencies or heightened pressure in their caring role, including assessing urgency and facilitating timely access to emergency respite and other immediate supports in line with funding guidelines and organisational delegations.

Working within a multidisciplinary team, the Wellbeing Navigator contributes to a welcoming, trauma-informed and inclusive service environment, and upholds Wellways values and practice principles.

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

Responsibilities

Key Functions	Key Performance Indicators
Outcomes Focused Planning	- Engage carers in in-depth wellbeing conversations that explore experiences, priorities and opportunities for change. - Facilitate outcomes-focused discussions using tools such as the Carer Star to support shared reflection, identify strengths and challenges, and inform collaborative goal-setting. - Work with carers to develop practical, time-limited plans that respond to identified needs and support wellbeing and sustainability in the caring role. - Support carers to build confidence, clarity and agency through strengths-based, relational practice. - Ensure interactions are purposeful, carer-led and aligned with lived experience and trauma-informed principles.
Wellbeing and Support	- Support carers to navigate complexity within the service system, including aged care, disability (NDIS), health, mental health and community-based services. - Facilitate coordinated referral pathways within Wellways' Carer Gateway services and across external service providers, supporting carers to understand service options, eligibility and next steps aligned with their circumstances and preferences. - Provide responsive support to carers experiencing periods of heightened pressure or short-term emergencies, including assessing urgency and immediate needs within scope and funding guidelines. - Facilitate timely access to short-term emergency respite and other immediate supports where appropriate, and enable integrated, carer-centred responses through effective coordination and follow-up. - Engage with carers in a calm, responsive and supportive manner during periods of stress or increased demand.
Service Experience and Quality	- Maintain accurate, timely and appropriate documentation of wellbeing conversations, planning and outcomes in line with organisational, contractual and reporting requirements. - Adhere to Wellways policies, procedures and the Carer Gateway Service Provider Operating Manual. - Identify emerging issues, risks or service gaps and escalate appropriately through Team Leaders. - Participate in supervision, reflective practice and continuous learning to support consistent, high-quality practice.
Working Collaboratively	- Contribute to a positive, respectful, and values-led team culture aligned with Wellways values and the Well Together model. - Collaborate with Team Leaders and peers to support service consistency, shared learning and continuous improvement. - Participate in team meetings, training and quality improvement activities as required.

	• Support flexibility and responsiveness in service delivery to meet carer needs across different times and service demand.
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Essential Requirements, Knowledge, Experience and Skills

Qualifications & Essential Requirements	• Relevant qualifications and/or demonstrated experience working in community services, allied health, administration, or carer and family peer roles. • Experience engaging with individuals or families in a support, customer service or community-based setting, including responding to people who may be experiencing stress or distress. • Current Driver's Licence. • Appropriate IT skills, including the ability to use client management systems and digital communication platforms. • Current Working with Children Check • NDIS Workers Screening Check • Satisfactory Police Records Check • International Police check (if required) • NDIS Worker Orientation Module Certificate – Quality Safety and You - free online module • Right to Work within Australia • Current valid Driver License • Commitment to the NDIS Code of Conduct and organisational policies and procedures.
Technical Knowledge and Experience	Required: • Sound understanding of the caring role and evidence-informed, best practice approaches that support carers to sustain their caring role and strengthen wellbeing and identity. • Knowledge of carer peer practice and lived experience perspectives, including the value of peer-informed and strengths-based approaches. • Experience engaging with individuals, families, young people and children in community, service or support settings, including responding to people experiencing stress or distress. • Demonstrated ability to establish respectful, empowering and supportive relationships with carers and families from diverse backgrounds. • Commitment to family-centred practice and supporting carers to identify and access supports within their local communities. • Ability to work effectively in a fast-paced, high-volume environment, including managing competing priorities and remaining calm under pressure. • Strong attention to detail and sound judgement when providing information, guidance and connection support.

	• Proficiency in the use of technology relevant to the role, including computers, client management systems, phone-based and digital communication platforms. • Demonstrated understanding of, and commitment to, social inclusion, equity and culturally safe practice.
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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

Number of Reports: N/A

Travel Percentage: As required

On Call: N/a

Attachment 1

