

Position Description

Position Title	Health Linker	
Job ID	JC100059	
Reports to	Peer Team Leader	
Direct reports	No	
Program/ service	Better. Together.	
Directorate	Services	
Primary location	Murrumbidgee region (hub base negotiable: Deniliquin, Griffith, Wagga Wagga, Young), with travel across spoke general practices as required	Work Arrangement Field-based
Award & classification	SCHADS Award – Social and Community Services Employee Level 3	
Designated role?	No <i>A designated role limits who can apply — for example, a role open only to Aboriginal and Torres Strait Islander people, or to people with lived or living experience. If yes, contact your P&C rep before proceeding.</i>	
Last reviewed	Aug 2026	

About Wellways

For close to 50 years, Wellways has worked with people, families, friends and carers to create an inclusive community where everyone can imagine and achieve their hopes and potential.

Founded by families advocating for better mental health support, lived and living experience remains at the heart of everything we do. Today, Wellways is one of Australia's leading mental health, wellbeing, carer and disability services organisations, supporting people of all ages experiencing mental health challenges or barriers to their physical, social and emotional wellbeing.

We work alongside people in their recovery journey, recognising that every person is the expert in their own life. Our approach focuses on strengths, aspirations and opportunities for connection, supporting people to build the life they want and participate fully in their community.

Our teams bring together lived and living experience, peer support, psychosocial and clinical expertise. We value each perspective equally, recognising that meaningful support is created when different forms of knowledge and experience work together with the person at the centre.

Beyond delivering services, we work to strengthen communities and drive positive change through advocacy, partnerships and system reform. Guided by our values of honesty, acceptance, fairness, commitment and participation, we connect people, strengthen families and transform communities. To learn more, visit www.wellways.org.

About Program/ Service

Better. Together. is a mental health service delivered in partnership with general practice across the Murrumbidgee region, commissioned by Murrumbidgee Primary Health Network (MPHN). It supports people aged 18 and over with severe and/or complex mental health needs, at no cost to the participant. The program runs on a hub-and-spoke model, with hubs in Wagga Wagga, Young, Griffith and Deniliquin coordinating services into general practices (spokes) across the region's Local Government Areas.

A multidisciplinary team provides care and support primarily face to face, tailored to each person's needs — from clinical interventions to peer support, care coordination, service navigation, social prescribing and group programs. Working closely with the person's GP, they co-develop the care plan to support other conditions a person may be experiencing, including physical health.

The model is person-centred, recovery-oriented and stepped-care based, using the Initial Assessment and Referral Decision Support Tool (IAR-DST). It connects people to the wider service system to support their mental, social, physical and emotional goals.

About the Role

The Health Linker supports people to navigate access to, and use of, health and community services, including social prescribing activities. The role considers the broader social determinants of health that affect mental health and wellbeing such as loneliness, social isolation and limited access to community resources, and links people to supports that address these factors and promote recovery.

The role works collaboratively with General Practitioners, allied health professionals, community organisations, carers, families and multidisciplinary teams to deliver integrated, coordinated care and achieve positive outcomes.

This is an inherently field-based role, delivered across spoke practices in the region. The hub-and-spoke model requires regular travel to spokes to deliver support and maintain close engagement with general practice teams.

Key Responsibilities

Role-specific Responsibilities:

- Build trusting, respectful relationships with each person, working alongside them as the expert in their own life.
- Undertake holistic, person-centred assessments to help identify an individual's psychosocial needs.
- Co-design individualised care and recovery plans with each person, ensuring plans are documented and accessible.
- Conduct regular plan reviews within agreed timeframes.
- Facilitate warm referrals to local social groups, fitness activities, creative arts programs, and other community-based resources to reduce isolation and support self-management.

- Build and maintain strong, evidenced pathways with General Practitioners, psychiatrists, allied health professionals, and other clinical and non-clinical stakeholders, minimising wait times and addressing service fragmentation through coordinated team care.
- Support people to navigate mainstream systems, including NDIS and My Aged Care.
- Participate in multi-disciplinary team meetings to coordinate care and share relevant information within privacy and consent requirements.
- Build community networks and connections that increase people's engagement in local activities and reduce social isolation.
- Support people to build self-advocacy skills and to advocate for their own health rights.
- Identify and report service gaps to management, contributing systemic gap data to quarterly advocacy reporting.
- Maintain accurate, timely and contemporaneous case notes, participant records and other required documentation in accordance with organisational policies and program requirements.
- Meet funding body reporting requirements, submitting data reports to the program leadership as scheduled.

Practice Responsibilities:

The following practice responsibilities apply to all practice-based roles at Wellways and describe the expected approach to working with participants, families, carers and communities.

Practice approach	- Deliver person-led practice in accordance with Wellways' Practice Principles and relevant Practice Frameworks. - Apply recovery-oriented, trauma-informed, strengths-based and evidence-informed approaches that respond to participants' strengths, needs, preferences, goals and aspirations.
Partnership and participation	- Work in partnership with participants, families and carers to promote choice, self-determination, social inclusion and community participation. - Support participants, families and carers to contribute to the design, delivery, review and improvement of services through co-production and shared decision-making.
Cultural safety	- Deliver culturally safe, responsive and inclusive practice that respects and values the identities, cultures, experiences and aspirations of participants, families and communities.
Lived and living experience	- Value and integrate lived and living experience knowledge and participant perspectives to inform practice, decision-making and service improvement.
Reflective practice	- Participate actively in reflective practice through activities such as discipline-specific supervision (where relevant), Communities of Practice and continuous learning. - Engage in critical reflection to strengthen self-awareness, practice and outcomes.
Participant safety	- Recognise, respond to, manage and appropriately escalate risks relating to participant safety, wellbeing and safeguarding, in accordance with role scope, organisational policies and relevant legislation. - Support participant safety while balancing duty of care with dignity of risk, choice, self-determination and human rights principles.

General Responsibilities:

The following responsibilities apply to all Wellways employees.

Conduct and compliance	- Act in accordance with the Wellways Code of Conduct (Working Together) and all relevant organisational policies and procedures.
Work health, safety and risk	- Take reasonable care for the health and safety of yourself and others, and report incidents, hazards and near misses promptly in accordance with Wellways Work Health and Safety policies and procedures. - Identify and manage risks within the scope of the role, escalating them where required, in accordance with Wellways policies and procedures, to support safe and effective service delivery.
Child safety	- Uphold the safety, rights and wellbeing of all children, promote a culture of child safety with zero tolerance for abuse and neglect, and follow Wellways' child safety reporting requirements and obligations.
Privacy and confidentiality	- Maintain the privacy and confidentiality of personal and health information and manage records in line with Wellways policies.
Inclusion and cultural safety	- Contribute to a safe, respectful and inclusive workplace, free from discrimination, bullying, sexual harassment and victimisation, and speak up about poor behaviour or concerns. - Work in a culturally safe and responsive way with Aboriginal and Torres Strait Islander People and people from diverse backgrounds.
Lived experience	- Support Wellways' commitment to the meaningful inclusion of lived experience by incorporating lived experience perspectives into work and decision-making, where appropriate to the role.
Quality and improvement	- Contribute to continuous quality improvement, including participation in reviews, audits and service development. - Seek and act on complaints and feedback to improve services.
Working with others	- Work collaboratively with colleagues to achieve shared organisational outcomes, contributing to a positive, inclusive and high performing culture. - Build and maintain effective, respectful professional relationships with internal and external stakeholders relevant to the role.
Professional development	- Engage actively in supervision, professional development and learning. - Complete all mandatory and role-related training, including refreshers, within required timeframes.
Other duties	- Manage and plan own work to meet individual goals and outcomes. - Undertake other reasonable duties as directed.

Key Selection Criteria

Qualifications, Experience and Skills

Essential:

- Tertiary qualification in Social Work, Mental Health, Nursing, Allied Health, Aboriginal Health, Community Services or a related field (completed or in progress), or equivalent relevant experience in the sector.
- Strong understanding of the Better. Together. Model, and recovery-oriented, trauma-informed and person-led practice, including social prescribing.

- Understanding of community development, community engagement and social inclusion principles.
- Experience navigating Australian health and community sectors, including mental health, NDIS and aged care.
- Demonstrated skills in establishing and maintaining partnerships with communities and a broad range of services.
- Demonstrated ability to build effective relationships with participants, families, carers, GPs and other stakeholders.
- Demonstrated ability to work collaboratively with peer, psychosocial and clinical colleagues to ensure integrated support for participants.
- Demonstrated knowledge of family and caring roles and the impact of caring on carers' health and wellbeing to determine support requirements.
- Willingness to travel across the region to deliver services at spoke locations.

Desirable

- Understanding of health and community-based services across the Murrumbidgee region

Compliance Checks

This role requires the following to be maintained throughout employment in accordance with Wellways' Workplace Compliance Screening Policy and Procedure:

- Right to work in Australia
- 100 points of ID
- Valid Driver Licence
- Satisfactory National Police Record Check
- International Police Check (if applicable)
- Current Working with Children Check
- Current NDIS Worker Screening Check
- NDIS Worker Orientation Module Certificate – Quality Safety and You

Our Commitments

Wellways is committed to reconciliation and acknowledges Aboriginal and Torres Strait Islander People as the Traditional Owners and Custodians of the land on which we live, work and play. We pay respect to their Elders past and present.

We are [committed to child safety](#), inclusive communities, workplaces, policies and services for people of all backgrounds and lived experiences, genders, sexualities, cultures, bodies and abilities.

Wellways is committed to prioritising the health and safety of employees and ensuring that all work is carried out in a safe and responsible manner. We will take all reasonably practicable measures to identify, eliminate or minimise risks to health and safety, including psychosocial risks, in our workplaces. Beyond minimising harm, we are committed to fostering a positive environment where people feel supported and able to thrive. Our commitment extends to protecting the wellbeing of all people in our workplaces, including service users, their families and the wider community.

Position Description Statement

This position description outlines the purpose, scope and key responsibilities of the role. It may be updated from time to time to reflect organisational changes. Where changes to this position description materially affect the role, Wellways will consult with the employee in accordance with applicable legislation and organisational policies.

By signing your employment agreement, you acknowledge that you have read and understood this position description.