

Position description

Title of the role:	Wellways to Recovery - Program Worker
Classification:	SCHADS award 4
Schedule:	Schedule B
Program Area:	Tasmania
Location:	Burnie
Reports to:	Program Coordinator
Last Revised:	July 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 Community Recovery Model. This approach to Recovery means we work at 3 levels, with the individual, with their families and friends and with the community. Wellways' Community Recovery Model 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

Position Summary

Wellways has several programs providing services to the North West Tasmania region. These programs aim to provide a range of biopsychosocial support strategies that promote and support social inclusion.

Under the support and direction of the Program Coordinator – North West Tasmania, this program worker role forms part of the Wellways to Recovery team. Wellways to Recovery program which is a community-based support program for individuals with mental health issues. The program works with individuals and their families to identify personal recovery goals and assists them to develop the knowledge, skills, and strategies to improve their health and wellbeing. We also provide information, education, advice and support to family members, friends, and the wider social and support networks of people.

Work will be guided by Wellways' evidence-based practice frameworks:

- Intentional peer support (Discovery)
- Supported Education
- Individual Placement and Support (Employment)
- Family Education
- CALD Recovery Principles
- Working with people from Aboriginal and Torres Strait Islander backgrounds
- Working with LGBTIQ people

Our Practice Frameworks identify a range of tools and processes to assist participants to develop the confidence and capacity to manage their own wellbeing, equip family and friends with information and skills and engage community members as mentors and supports.

Refer to Attachment 1 for information about the overall Wellways organisational structure.

Responsibilities

Key Functions	Key Performance Indicators
Providing direct support to participants and carers within the Wellways' practice frameworks, the organisations policy, and procedures, all applicable legislative standards, any relevant accreditation standards and agreed SLA's.	Working in the context of the individual, family and community, the Program Worker will be expected to manage a caseload and will: • Engage participants and developing professional and trusting relationships • Work with participants to identify areas of need using key assessment and outcomes measurement tools • Develop Individual Recovery 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
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.	This will include: • Working as part of the team with 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 supervision and staff development activities
Organisational Alignment Contributing to the effective operation and on-going development of the program to ensure the program reflects Wellways values, evidence-based practice and demonstrates innovation	This will be achieved through on-going contribution and awareness ensuring that: • The programs reflect the core values of Wellways • Programs are delivered within Wellways' Practice Frameworks, the Community Recovery Model and best evidence-based practice • Programs are reviewed to ensure they reflect individual needs • Quality systems and standards are incorporated to support continuous improvement • 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	You will: • Participate in program promotion and developing appropriate linkages with other community agencies, clinical services and other Wellways programs • Deliver support that is led by the participant and integrated with the participant's family and other key stakeholders. • Participate in the development and delivery of community education in relation to mental health and recovery • Represent Wellways in a variety of settings, including other agencies, members, participants, carers, and families to raise awareness of mental health and mental illness issues at the local level and to 'market' the organisation, at the direction of the manager.
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Essential & Desirable Requirements, Knowledge, Experience and Skills

Qualifications & Essential Requirements	• Tertiary Qualifications in a social science or related discipline • Prior experience working within the Mental Health industry or community-based organisation • Current valid Driver's License and the ability to undertake some travel • Appropriate IT skills • Satisfactory Police Records Check • Satisfactory Working with Vulnerable People Check • Right to Work within Australia • NDIS Worker Orientation Module completion certificate
Technical Knowledge and Experience	Required: • Demonstrated case practice in a health, community, or related field • Demonstrated experience and skills in working within programs for people with a 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 • Proven written and verbal communication skills including computer literacy in Microsoft Office • An ability to work with culturally and linguistically diverse communities and individuals • Commitment to best practice Desirable: • Fluency in other languages
Skills and Qualities	Communication • Effective communication skills, verbal and written including the ability to complete reports. 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 identify more and less critical activities and operate accordingly, reviewing and adjusting as required. • Able to develop and 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 • Able to plan and prioritise work to ensure outcomes are achieved. • Takes the time to think things through. • Able to anticipate one's own reactions to situations and prepare accordingly. Computer Familiar in Microsoft Office Suite Self-Management • Motivated, innovative, and able to work independently. • Understanding of a changing work environment requiring timely and appropriate response to participant needs
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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:

On Call: n/a

Special Requirements: Adhere to flexible rostering arrangements

