

Position Description

Position Title	Peer Worker	
Job ID	JC100061	
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?	Yes <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 Peer Worker intentionally draws on their lived experience of mental distress, service use, personal growth and learning, together with specialist peer work knowledge and skills, to build authentic, mutual relationships with participants. Grounded in the values and practices of peer work and Intentional Peer Support, the role creates opportunities for connection, shared learning, hope and new possibilities. Rather than directing or advising, the peer worker walks alongside people as equals, supports them to explore what matters to them, strengthen autonomy and self-determination and build what is meaningful to them in their lives, roles, relationships within their community.

The Peer Worker works collaboratively with participants, families, carers and multidisciplinary teams to support holistic and person-led outcomes. Through the unique lens of lived experience, the role contributes to relationally oriented practice, challenges stigma, promotes inclusion and belonging, and helps shape service delivery that is responsive to the needs, strengths and aspirations of the people Wellways supports.

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:

- Practise in line with peer work values and principles — including mutuality, self-determination, hope and possibility, social inclusion, and human rights and dignity — and Intentional Peer Support (IPS) principles.
- Develop authentic, mutually respectful relationships that create opportunities for connection, shared learning, growth and new possibilities.

- Maintain clear professional boundaries, practise consent-based engagement, and avoid relationships or actions that may create power imbalance or cause harm.
- Use lived experience intentionally and purposefully to foster trust, reciprocity, learning and meaningful connection. Provide one-to-one and group-based peer support that is responsive to each person's strengths, goals, experiences and aspirations.
- Support participants to explore identity, wellbeing, purpose, meaning and what contributes to a life that is meaningful to them.
- Support participants to identify and pursue self-identified goals, aspirations, hopes for the future and priorities.
- Support participants to understand and exercise their rights, strengthen self-advocacy, and identify barriers to choice and autonomy and active participation in their own life, care and support.
- Facilitate connections to community, culture, family, relationships, valued roles and natural supports that strengthen belonging, wellbeing and healing.
- Support warm referrals and transitions between services, while maintaining a peer role and relationship and not undertaking case management or care coordination functions.
- Foster hope, possibility, self-determination through relationships, mutual learning and sharing of lived experience wisdom and knowledge.
- Contribute lived experience insights to service delivery, practice development, quality improvement and organisational learning activities.
- Advocate alongside or on behalf of participants where requested, and with explicit consent while promoting self-advocacy and informed choice wherever possible
- Collaborate effectively with General Practitioners, allied health professionals and treating clinicians within the multidisciplinary team to support holistic, person-led and coordinated care and support.
- Practice within the scope of the peer worker role, maintaining accountability to peer work values, organisational requirements and professional development expectations.
- Maintain accurate, timely records of peer support provided, in accordance with organisational policies and program requirements.

Practice Responsibilities:

The following practice responsibilities apply to all peer roles at Wellways and describe the expected approach to working alongside participants, families, carers and communities, drawing on lived and living experience.

Practice approach	- Practise in accordance with peer work values and principles, Intentional Peer Support (IPS), and relationally oriented, recovery focussed, trauma informed, strengths-based and evidence-informed approaches, consistent with Wellways' practice frameworks. - Build authentic, mutual relationships that support connection, shared learning, self-determination and exploration of new possibilities. - Engage in culturally safe, inclusive and responsive practice that respects and values diverse identities, cultures, communities and lived experiences. - Adapt peer support approaches in partnership with participants to reflect their strengths, preferences, goals, relationships and aspirations.
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Co-production and participation	- Promote choice, autonomy, self-determination, belonging and meaningful participation in community and civic life. - Support participants, families and carers to contribute to the design, delivery, review and improvement of services through co-production and shared decision-making approaches.
Supervision and reflective practice	- Participate actively in reflective practice such as discipline specific supervision, peer co-reflection, and Communities of Practice. - Engage in critical reflection to strengthen self-awareness, peer practice, ethical decision-making and the intentional use of self and lived experience.
Participant safety	- Recognise, respond to and appropriately escalate concerns relating to safety and wellbeing, or safeguarding in accordance with role scope, organisational policies and relevant legislation. - Balance participant safety with dignity of risk, self-determination and human rights principles.
Collaboration and Integrated support	- Work collaboratively with participants, families, carers, clinical teams, other service providers and community networks to support coordinated, and person-led outcomes - Contribute a lived experience perspective to multi-disciplinary discussions, promoting holistic wellbeing, relationally and person-centred practice across the service system.

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:

- Personal lived experience of mental health challenges, distress and/or engagement with mental health services, together with the ability to intentionally and safely use lived experience knowledge to build connection, mutual learning, hope and possibility. This lived experience, and the ability to draw on it safely and intentionally, is an inherent requirement of this role.
- Certificate IV in Mental Health, Mental Health Peer Work, or Community Services (completed or in progress), or a willingness to undertake it, or equivalent lived experience workforce knowledge, skills and practical experience.
- Demonstrated understanding of peer work values and principles, including mutuality, self-determination, social inclusion, human rights and dignity.
- Understanding of recovery-oriented, trauma informed and strengths-based practice, and an appreciation of intentional peer support principles and relational approaches to peer work.
- Ability to build authentic relationships that support people to explore their strengths, aspirations, identity, wellbeing, sense of belonging and self-defined goals.
- Ability to support people to exercise choice, strengthen self-advocacy and participate meaningfully in decisions that affect their lives.
- Demonstrated ability to work collaboratively and reciprocally with peer, clinical and psychosocial colleagues as part of a multidisciplinary team to support holistic and person-led outcomes.
- Willingness to travel across the region to deliver services at spoke locations.

Desirable

- Understanding of community, health and social 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.