



Position description

Title of the role:	Peer Recovery Worker
Classification:	Level 3 (Schedule B)
Program Area:	Psychosocial Recovery Service (PRS)
Location:	Goulburn Valley, North West, North East
Reports to:	Service Manager
Last Revised:	September 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 a fair go
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

Recovery Services

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 a mental illness, 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 for people with a mental illness and their families.

All our recovery services and advocacy programs:

- Support and create opportunities for recovery
- Value cultural diversity
- Value peer participation and leadership (consumer and carer)
- Are underpinned by evidence-based best practice

Program Summary

The Psychosocial Recovery Service (PRS) is funded by the Commonwealth Government and is commissioned through the Primary Health Network to provide Psychosocial Support Services for people living with severe mental health issues that are 16 years or older that are not accessing supports through the NDIS.

PRS aligns with a stepped model of care, including comprehensive eligibility screening and assessment, referral and linkages to appropriate service, a range of short, medium and extended interventions for individuals and families according to assessed needs and transition/exit support. The program is delivered by skilled and trained recovery and peer workers, each fulfilling specific roles within the service model. PRS works in partnership with the individual, their family and carers (as appropriate), to provide a range of non-clinical based supports which will assist the individual to achieve their recovery goals. The service can support individuals who do not meet the eligibility requirements for the NDIS but could benefit from receiving a level of specialized but less intense psychosocial supports linked to their needs and goals.

Position Summary

This is a designated lived experience role. The Peer Worker intentionally draws on their personal lived experience of mental health challenges, distress and/or engagement with mental health services. They combine this 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, supporting them to explore what matters to them, strengthen autonomy and self-determination, and build what is meaningful to them in their lives, roles, relationships and community. Through the unique lens of lived experience, the Peer Worker contributes to person-led practice, challenges stigma, promotes inclusion and belonging, and supports improved outcomes for participants, families and the broader service system.

The Key Deliverables of the role are:

- Intake and assessment
- Provide active waitlist supports to participants
- Support participants to identify and pursue self-defined recovery goals, aspirations and priorities, with clear timeframes and actions
- Provide peer support that intentionally draws on lived experience and is responsive to each person's strengths, goals, experiences and aspirations
- Provide group-based peer support activities that create opportunities for connection, shared learning, growth and new possibilities
- Provide person-centred, trauma-informed and strengths-based peer support that promotes choice, autonomy and self-determination
- Provide support to test NDIS eligibility and access the NDIS if required
- Identify and offer support to families, friends and carers
- Support engagement of participants and families to peer support and education programs

- Support participants and families to access and engage with primary health services and other services according to need e.g. drug and alcohol programs, education, employment and housing

Your work will be guided by Wellways evidence-based Practice Frameworks:

- Intentional Peer Support
- Supported Education
- Family Education
- CALD Recovery Principles
- Working with people from Aboriginal and Torres Strait Islander backgrounds
- Working with LGBTQI+ people

This is an inherently on-site role. The nature of program operations and stakeholder engagement requires regular physical presence across the region.

Responsibilities:

Key Functions	Key Performance Indicators
Recovery orientated support Working within the principles of recovery orientated mental health practice	According to the objectives of the PRS program, and working in accordance with Wellways peer work values and principles, Intentional Peer Support and relevant practice frameworks, the PRS Peer Recovery Worker will: • Work collaboratively with the other PRS team members to support participants to identify areas of need using key assessment and outcome measurement tools • Refer participants to other appropriate services • Develop authentic, mutually respectful relationships with participants, their families and friends that create opportunities for connection, shared learning, hope and new possibilities. Support participants to identify and pursue self-defined recovery goals, aspirations and priorities, and contribute to recovery planning in partnership with the participant. • Provide one-to-one and group-based peer support that is responsive to each person's strengths, goals, experiences and aspirations • Provide waitlist management • Provide person-centred, trauma-informed and strengths-based peer support, intentionally and purposefully drawing on lived experience to foster trust, reciprocity, learning and meaningful connection. Provide support to access the NDIS if appropriate • Identify and offer support to families, friends and carers if required • Support engagement of participants and families to peer support and education programs • Support participants and families to access and engage with primary health services and other services according to need e.g. drug and alcohol programs, education, employment and housing

	• Support participants to review and update their self-defined recovery goals and priorities. Provide transition/exit support • Practise within the scope of the peer worker role, maintaining accountability to peer work values, organisational requirements and professional development expectations
Collaborative Practice and Stakeholder Engagement Working with the wider community and key stakeholders to participant outcomes and effectively utilise service systems	The PRS Peer Recovery worker will work collaboratively with a wide range of key stakeholders to improve service access and person-centred supports. This includes: • Engaging with key stakeholders to minimise barriers to referral and engagement and develop joint plans wherever possible • Engage with specialist services and community groups, in particular local Aboriginal and Torres Strait Islander organisations, LGBTIQ+ services and groups, cultural and linguistically diverse groups • Work collaboratively with primary health services to improve service access for people experiencing mental health issues • Work collaboratively with Local Area Coordinators and the NDIA to support access to the NDIS where appropriate • Support co-production and shared decision-making by contributing lived experience perspectives and working collaboratively with participants, families, carers and other lived experience stakeholders • Represent Wellways in a variety of settings, including network meetings, forums etc... • Promote the program and Wellways in accordance with our vision, mission and values.

Administration Ensure all administrative requirements are met according to PRS guidelines and Wellways policies and procedures	• Ensure that all operational and administrative requirements including case notes, assessments, recovery plans and data are met • Maintain a safe and healthy work environment in accordance with occupational health and safety policies and legislation • Ensure adherence to Wellways policies and procedures and all relevant legislation and accreditation standards • Participate in service review and development activities, including team meetings, audits, performance review plans and supervision.
Team Effectiveness Work as an active member of an integrated team	• Work as part of an integrated team which values collaboration, cooperation and mutual support • Co-operate with all team members in order to ensure continuity of care and the provision of an exceptional service offer • Actively participate in team meetings, service planning sessions, and staff development activities • Support warm transitions and handovers of participants to Recovery Support Workers, while maintaining the scope and integrity of the peer role.

Essential Requirements, Knowledge, Experience and Skills

Qualifications & Essential Requirements	• Personal lived experience of mental health challenges, psychological distress, substance use or addiction and/or engagement with mental health and addiction services, or lived experience as a family member, carer or supporter, together with the ability to intentionally and safely use lived experience knowledge to build connection, mutual learning, hope and possibility, is an inherent requirement of this role. • This role is designated for a person with personal lived experience pursuant to section 28 of the Equal Opportunity Act 2010 (Vic). • 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. • Lived experience of mental illness • Current valid Driver's License and the ability to undertake travel for the role • Appropriate IT skills • Current Working with Children's Check • Right to Work within Australia • Current Police Check
--	--

Technical knowledge and Experience	Required: • 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. • Demonstrated ability to facilitate the active involvement of participants and carers in the development, planning, delivery and evaluation of services • An ability to establish and maintain effective partnerships including liaison, mediation, negotiation and consultation with various stakeholders including clinical services and other members of the support team including the participant's family • An ability to engage in culturally safe, inclusive and responsive practice that respects and values diverse identities, cultures, communities and lived experiences. • Demonstrated commitment to continuous improvement and evidence-based practice Desirable: • Demonstrated experience and skills in working alongside people experiencing mental health challenges and/or distress, and their families and carers, using recovery-oriented and strengths-based approaches. • • Experience in the provision of psychosocial rehabilitation services. • Dual diagnosis and dual disability competent • ATSI background • Knowledge of community services in the local area • First Aid Certificate, or willing to obtain
---	--

Skills	Communication: • Effective communication skills with people from a variety of backgrounds, including people from CALD backgrounds • Highly developed verbal and written skills, including the ability to write case notes and contribute to annual reports Interpersonal: • Strong skills in developing and maintaining relationships with participants, staff and other key stakeholders • Demonstrated empathy and treats all people with dignity and respect • Able to work in partnership with people experiencing mental health challenges and/or distress, their families and friends, as well as other members of staff and external stakeholders such as clinicians and primary health care providers • Able to facilitate active participation by participants, their families and friends in all aspects of service delivery. Able to advocate effectively for participants, their families and friends, based on their choices • Strong problem-solving skills and ability to think creatively Organising and Planning: • Provide appropriate, tailored assessments and facilitate recovery plans for each individual • Accurately upload data and reports to the appropriate database or other system, within specified timeframes • Accurately record time spent with participants for reporting purposes • Prioritise processes, tasks and resources required to achieve goals, and then implement them to achieve the required outcomes Self-Management: • Understanding of, and adherence to, professional ethics and boundaries • Demonstrate self-reflective practice, able to identify areas for further professional or personal development, as well as actively participation in regular supervision • Ability to work alone, off site and independently • Demonstrated capacity for self-reflective practice, including reflection on the intentional use of self and lived experience, professional boundaries and peer practice. Information Technology: • Competent in Microsoft Office Suite
---------------	---



Additional Information

This Recovery Peer Worker role is a contacted position. 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 Direct Not Applicable

Travel Percentage: As Required

On Call: Not Applicable

Special Requirements: Not Applicable

Attachment 1

Wellways Organisational Chart

