

Position Description

Position Title	Senior Peer Worker
Job ID	
Reports to	Team Leader
Direct reports	No
Program/ service	Connected Care
Directorate	Services
Primary location	Tasmania – South, North or North-West (flexible) Work Arrangement Field-based
Award & classification	SCHADS Award – Social and Community Services Employee Level 4
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

Connected Care is a statewide, integrated mental health service delivered by Wellways in partnership with Stride Mental Health and Clarity Health Care and commissioned by Primary Health Tasmania (PHT). Operating a 'no wrong door' approach and based on stepped care principles, the service supports adults aged 18 years and over to access mental health care and support at no cost. A centralised statewide after-hours service provides additional access to support outside core service hours.

A multidisciplinary team brings together clinical, psychosocial and peer expertise and, through proactive care coordination, outreach and flexible delivery approaches, supports equitable access and provides seamless, holistic care. People are supported to access the right level of care at the right time and move between levels of support as their needs change, without unnecessary interruption supporting recovery, wellbeing, continuity of care and positive outcomes.

The service works in partnership with participants, families and service providers to create coordinated pathways across health and community services.

Connected Care 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 Senior Peer Worker is responsible for guiding and supporting the peer workforce across the Connected Care, ensuring participants receive high-quality, person-centred, recovery-oriented care in accordance with organisational, contractual and legislative requirements.

The role provides senior peer worker, professional guidance and practice support to the team, grounded in peer work values and Intentional Peer Support (IPS) principles. Through mentoring, coaching and reflective practice, the role helps strengthen peer practice capability, promotes a positive and inclusive team culture, and supports the consistent application of recovery-oriented and lived experience-informed approaches across service delivery.

The role also works directly alongside participants as equals, intentionally drawing on lived experience of mental distress, service use, personal growth and learning to build authentic, mutual connection and support self-determination and recovery. Through this lens, the role contributes a lived experience perspective to inform service development and continuous improvement, ensuring services remain responsive to participants' needs, strengths and aspirations.

Working closely with Team Leaders (Clinical), the Senior Peer Worker provides specialist peer practice expertise and advice to support multidisciplinary collaboration across clinical, peer and psychosocial disciplines.

This is an inherently field-based role, working across the region's hubs and their spoke practices. It requires regular travel between locations to provide accessible leadership and support to employees, build effective relationships with participants and stakeholders, and oversee service delivery.

Key Responsibilities

Role-specific Responsibilities: Would we take out the below if not a leadership role or does it still apply as they are a senior?

Service Delivery & Operational Leadership

- Guide the day-to-day delivery of services to ensure safe, high-quality and participant-centred outcomes.
- Coordinate daily team operations, participant allocation, workflow and rostering to meet service demand and workforce coverage needs.
- Monitor leave, vacancies and staffing requirements and communicate emerging workforce issues.
- Provide visible leadership and day-to-day practical and practice support to frontline employees, consistent with peer work values and Intentional Peer Support (IPS) principles.
- Provide general oversight and day-to-day coordination to peer workers, supporting effective service navigation, social prescribing, and the development of referral pathways with GPs, allied health and other stakeholders to reduce service fragmentation.
- Monitor service delivery and respond proactively to operational issues as they arise.
- Ensure accurate operational information is maintained and contribute to reporting requirements as requested.
- Support implementation of organisational initiatives and local service improvements.
- Ensure participant feedback informs day-to-day service improvement.
- Promote consistency in service delivery, organisational practice and participant experience.
- Work directly alongside participants, drawing on lived experience to build authentic, mutual connection and support self-determination and recovery.

Stakeholder & Participant Relationships

- Develop positive working relationships with participants, carers and local service providers.
- Support effective collaboration with internal teams and external partners.
- Encourage meaningful community participation and connection.
- Represent Wellways professionally in day-to-day stakeholder interactions.
- Work alongside participants, families and carers to promote choice, self-determination, community participation and participant voice, ensuring their input shapes day-to-day support and decisions.
- Model and champion the intentional, purposeful use of lived experience to inform the team's practice, decision-making and service delivery.

Governance, Quality & Risk

- Support compliance with organisational, contractual and legislative requirements.
- Identify, manage and escalate operational risks appropriately.
- Ensure incidents, hazards and complaints are managed in line with organisational processes.
- Support implementation of quality improvement initiatives.
- Promote safe work practices and contribute to continuous improvement.

- Model ethical, professional practice that reflects recovery-oriented, trauma-informed, strengths-based and evidence-informed approaches, and is culturally safe, responsive and inclusive.
- Engage in reflective practice, through critical reflection, supervision and Communities of Practice, to strengthen self-awareness and practice, and foster a culture of continuous learning and accountability.
- Support Wellways-wide service innovation and quality initiatives relevant to your service.
- Be responsible for office facilities and fleet at the hub sites, and support appropriate working arrangements at spoke practices, escalating matters as required.

People Leadership Responsibilities:

In addition to the role-specific responsibilities, this role is expected to fulfil the following Core Leadership Responsibilities as a Wellways People Leader.

Purpose and direction	- Foster a shared sense of purpose within the team, grounded in the support provided walking alongside participants, helping employees understand how their role contributes to the service's goals and Wellways' broader priorities. - Communicate clear priorities and expectations for the team, in line with direction set by your people leader.
Culture and belonging	- Foster a safe, inclusive and connected team environment where employees feel they belong and can bring their whole selves to work. - Work collaboratively with other leaders at your site to strengthen a shared, positive culture across co-located teams. - Foster a culture where the unique contribution of every discipline and role is recognised and valued in delivering high-quality, participant-centred support. - Create opportunities for employees to contribute ideas, solve problems and raise improvements. - Model Wellways' values through everyday, visible leadership. - Communicate openly and transparently with the team, building trust and clarity. - Recognise and celebrate individual and team achievements.
Performance, Development and Support	- Provide line management across the employee lifecycle — recruitment, onboarding, performance, development and recognition — to support a positive employee experience. - Support employees to plan and manage their day-to-day workload. - Provide effective supervision, coaching and mentoring to build employee capability and confidence. - Facilitate employees' access to discipline-specific supervision (such as clinical or lived experience supervision) where relevant. - Identify development needs and support employees to engage in learning and professional development. - Address day-to-day performance, attendance and conduct matters constructively, fairly and in accordance with Wellways policies, partnering with People & Culture or escalating complex or unresolved matters to your people leader. - Respond to employee concerns and workplace issues in an impartial, timely and appropriate manner, ensuring matters are managed in accordance with Wellways policies and procedures, and escalating as required.
Health, safety and wellbeing	- Lead with practices that prioritise the physical and psychological health, safety and wellbeing of employees.

	- Apply a trauma-informed approach to leading the teams, supporting psychological safety and trust. - Ensure employees are aware of and can access wellbeing supports and safe pathways to raise concerns.
Inclusion, cultural safety and lived experience	- Foster an inclusive team environment where diversity is valued and respected, strengthening inclusion. - Embed lived experience in day-to-day decision-making, service delivery and continuous improvement. - Practise culturally safe leadership, supporting Wellways' Reconciliation commitments.

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, 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, dignity and lived experience leadership.
- Understanding of recovery-oriented, trauma informed and strengths-based practice, and an appreciation of intentional peer support principles and relational approaches to peer work.
- Understanding of social prescribing approaches, and ability to lead and support a workforce spanning peer and psychosocial disciplines.
- Demonstrated experience leading frontline teams and coordinating daily operations, including responding to changing service priorities.
- Experience supporting workforce capability through supervision, coaching or mentoring.
- Demonstrated ability to drive continuous improvement and support employees through organisational change.
- Demonstrated ability to build effective relationships with participants, families, carers, GPs and other stakeholders.
- Demonstrated ability to support the team to work collaboratively across peer, psychosocial and clinical disciplines to deliver integrated, person-led care.
- Demonstrated ability to balance duty of care with dignity of risk.
- Strong interpersonal, communication and problem-solving skills.
- Willingness to travel across offices throughout Tasmania

Desirable

- Understanding of health services across Tasmania
- Experience working in, and/or managing a team in a similar type of health or community service.
- Experience in roster coordination, recruitment and onboarding of employees.

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.