

Position Description

Position Title:	Wellbeing Navigator Peer
EBA / Award:	Social, Community, Home Care and Disability
Classification:	Schedule B Level 4
Reports to Operational:	Support and Connect Team Lead
Primary Site:	Mildura
Last updated:	September 2026

Be part of a major boost to mental health and wellbeing in Victoria!

The Mental Health and Wellbeing Locals are an important part of Victoria's reformed mental health and wellbeing system.

In Mildura, Wellways, Mildura Base Public Hospital, Mallee District Aboriginal Services and Sunraysia Community Health are working together to offer an easy way to access care and support for people aged 26 years and over who are experiencing mental health concerns – including people with co-occurring alcohol and drug support and care needs and their family, carers, and supporters.

Mental Health and Wellbeing Locals are free, voluntary, and easy to access, with no referral required. Importantly, these new services will be delivered on the basis of *'how can we help?'* and a *'no wrong door'* approach, focused on giving choice and control over how the participant wants to receive support.

This new service will make it easier for the participant to access the support they need, closer to home and family, carers, and support networks.

Most importantly, Mental Health and Wellbeing Locals are safe spaces for everyone.

Commitment to Reconciliation

The Mental Health and Wellbeing Local knows that Aboriginal and Torres Strait Islander people have not always been well-served by mental health and disability organisations. Their social and emotional wellbeing has been impacted by generations of trauma, injustice and deprivation. As partner organisations, we recognise our responsibility in addressing these issues of injustice, inequality and stigma as part of ensuring our services are both welcoming and helpful for people and their families. As part of our commitment to reconciliation, we are working to create culturally aware and safe services for First Nations Community Members.

Working together - how we will deliver services

The Mental Health and Wellbeing Local is community-led and integrated through partnership that shares power, creating a responsive, flexible and helpful service.

The Local will operate seven days a week, with extended operating hours to support a flexible and responsive service. The Local Service model will provide integrated clinical support, care, and wellbeing support to participants and their family members or carers. The provided services will be in response to participants experiencing a mental health challenge and co-occurring substance use or addiction. This approach will improve the capacity of individuals to engage in our community and respond to any future psychological distress.

Community



The Mental Health and Wellbeing Local Services will be community-led, coproduction will be the means in which we ensure a diverse range of perspectives are included in design, delivery and governance of the local ensuring it reflects, responds and is accountable to the local community it supports.

Connected

An integrated service system connected through governance (partnership, operational and clinical) systems and workforce ensures people can access the right support at the right time.

Creating capacity for citizenship

Our model of care and governance structure has been designed to create capacity; in community, our workforce, individuals and their natural supports to recognise and respond to psychological distress and to address the barriers that impact people from participating in community and leading meaningful lives.

Role Purpose

Utilising their own lived experience, alongside skills learned through education, training and peer practice, the Wellbeing Navigator Peer, employed by Wellways, walks alongside people experiencing mental health challenges, psychological distress and substance use or addiction.

The role intentionally draws on lived experience as a key part of peer practice, working alongside other disciplines to build connection, mutual understanding and hope through purposeful self-disclosure, while supporting people to recognise their own strengths, choices and possibilities for recovery and wellbeing.

Wellbeing Navigator Peers use lived experience to build connection, promote hope, reduce isolation and support people to recognise their own strengths, choices and capacity for recovery and wellbeing.

Main responsibilities of the role include:

- Providing intentional peer support
- Supporting participants with one-on-one service navigation and their involvement in care planning
- Facilitating group peer sessions
- Supporting participants to recognise and build on their own strengths, knowledge and capacity
- Supporting participants to engage with clinical, community and other supports of their choice
- Using lived experience purposefully to build connection, hope and mutual understanding

Key areas of accountability

Area	Deliverable
General	• Using the Peer Support Principles and lived experience expertise, undertake intake and initial conversations, support planning and ensure all documentation is provided to the relevant service team promptly • Assist participants and their carers to develop an agreed action plan that reflects their aspirations, responds to their current support needs, and contributes to their overall health and wellbeing • Proactively support participants to identify, engage and remain engaged health and social care services of their choice, as well as access local social and community activities • Provide peer support in response to participant distress, wellbeing concerns, or personal safety-related issues and follow organisational procedures regarding consultation, escalation, and involvement of other employees when required, while maintaining transparency and supporting dignity of risk, choice, and self-determination. • Maintain strict participant confidentiality while reinforcing the participant's rights and responsibilities • Build genuine and respectful peer relationships using the Intentional Peer Support model • Facilitate and participate in joint planning/case conferencing to support a coordinated response between the participant's health, wellbeing, disability supports and other needs • Support participants, their carers and families to identify where their needs may be best met through other agencies and, with the participant's agreement, advocate with those agencies to access assistance. • Ensure any referrals and service confirmation is provided to service delivery teams with accurate and complete information that allow for the timely commencement of service(s) • Adhere to protocols and agreements between Locals, consortium partners and relevant service providers, ensuring positive interactions with internal/external stakeholders • Maintain a good working knowledge of and adherence to standards and legislation relevant to the role (such as Child Safe Standards, Aged Care Act etc) and actively promote compliance to any such standards and legislation • Ensure documentation is maintained in the participant management system as required to meet statutory

Area	Description
	requirements including statistical data for reporting purposes • Evaluate the effectiveness of In-Person Peer support sessions through the use of Surveys and other means as appropriate • Undertake any additional tasks that reasonably fall within the scope of the position

Key Requirements

Qualifications, Experience and 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.
Knowledge and Skills	• Able to plan, prioritise and work independently to ensure outcomes are achieved • 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.
Information Technology	• Basic skills/willingness to learn skills in Microsoft Office Suite and CRM systems
Compliance	• National Police Check • International Police (if required) • Current Working with Children Check-employment • Evidence of right to work in Australia • NDIS Workers Screening Check • 100 points of identification • NDIS Workers Orientation Modules – free online course • Willingness to work a rotating roster which may include weekends
Other	Desirable • Completed Intentional Peer Support (IPS) training or equivalent peer work training. • Prior experience working within the Mental Health or AOD sectors, or a community-based organisation • Lived experience and/or understanding of the experiences of Aboriginal and Torres Strait Islander peoples, people living with a disability, Culturally and Linguistically Diverse communities, LGBTIQ+ communities and other diverse communities is valued. • Aboriginal and Torres Strait Islander peoples, people living with a disability, people from Culturally and Linguistically Diverse communities, and people who identify as LGBTIQ+ and other diverse communities are encouraged to apply

Required Values & Behaviours

Area	Description
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Authenticity and Integrity	- We will bring our whole selves to the table and work from a position of trust and belief in the other, recognising community and wellbeing belongs to all of us. - We are committed to leading a culture that is helpful and understands people exist and have complex intersectional circumstances that can lead to psychological distress.
Compassion	We will commit to a compassionate approach and understanding leading with curiosity.
Respectful Collaboration	We are respectful and recognise the power in our different experiences and organisations work views and recognise we all have something to learn from each other.
Quality and Safety	- Ensure any risks are identified and reported promptly and that prevention strategies are implemented to ensure the safety of all participants. - Ensure and take all reasonable care for your personal safety and the safety of, participants and colleagues. - Actively participate in workplace health and safety initiatives and consult with colleagues and management in relation to issues that impact on the safety of the workplace. - Comply with all Policies and Procedures - Maintain confidentiality as per Mildura Mental Health Local policies and procedures and in accordance with relevant privacy and health records legislation. - Actively involve participants and/or carers in quality and safety improvement activities. - Maintain up-to-date immunisation status related to own health care worker category. - Ensure that the principles of general and participant manual handling are adhered to.
People & Culture	- Act in accordance with the 'Code of Conduct' and 'Workplace Behaviour' Policies. - Actively participate in relevant professional development. - Display high levels of professional behaviour at all time
Equality and Equity	We will strive for equality and equity in our approach to partnership and the community we serve.

	We aim to break down the barriers of power and privilege recognising we come together toward a common goal.
Honesty and Courage	- We will have robust feedback mechanisms in our model of care and governance structure to actively engage with community and participants to ensure we are meeting their needs and we are accountable to these. - We lean into difficult conversations realising this is when there is the greatest opportunity to learn.
Excellence and Appreciation	Our work will be evidence based and we commit to continuous quality improvement processes to ensure the people using our service have excellent outcomes.
Commitment to reconciliation	- Demonstrates commitment to reconciliation. - Work towards creating culturally aware and safe services for First Nations Community Members.