



Position description

Title of the role:	Recovery Program Worker
Classification:	Level 4 (Schedule B)
Program Area:	Early Intervention Psychosocial Support Response (EIPSR)
Location:	Goulburn Valley
Reports to:	Team Leader
Last Revised:	October 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 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 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

This position provides support for the implementation and ongoing development of best practice Early Intervention Psychosocial Support in Partnership with Goulburn Valley Area Mental Health Service GVAMHS. EIPSR is a targeted service with referrals identified through the Adult GVAMHS and ICYMHS (16 – 25 year old).

This position delivers support for individual clients developed according to their needs, with a significant focus on achieving meaningful health, social and economic outcomes for people with a psychiatric disability within their communities. The focus of this work is substantially individual with a small proportion of group based activities. This is a collaborative partnership program with GVAMHS

Refer to Attachment 1 for a reference to the overall Wellways organisation structure and for the relationship lines in context of the role.

Under the support and direction of the Team Leader, EIPSR the role forms part of the catchment based team and works with the team and other key internal and external stakeholders in the ongoing development and effective implementation of services.

The Key Deliverables of the role are:

- Engage participants, their families and friends in the program where appropriate and develop professional and trusting working relationships
- Conduct regular face to face support visits to connect with the person and to monitor and offer support around key areas
- Encourage linkages into a range of activities to support achievement of goals, including all other Wellways services.
- Develop individually tailored recovery plans with each participant which incorporate specific individual goals focusing on skill and knowledge development, including physical health and wellbeing and housing outcomes
- Provide direct practical support to participants to attain the skills required to meet the goals identified to ensure social inclusion, including group activities as appropriate
- Regularly reviewing the ways in which services are provided to ensure the program is service aligned with individual needs

Responsibilities

Key Functions	Key Performance Indicators
Provision of recovery oriented practice Working within the principles of recovery orientated mental health practice	In the context of the individual, family, community and the principles of recovery, the Rehabilitation & Recovery Program Worker will: • Engage participants, their families and friends in the program where appropriate and develop professional and trusting working relationships • Conduct regular face to face support visits to connect with the person and to monitor and offer support around key areas • Assist participants to identify areas of need using key assessment and outcomes measurement tools • Encourage linkages into a range of activities to support achievement of goals, including all other Wellways services. • Develop individually tailored recovery plans with each participant which incorporate specific individual goals focusing on skill and knowledge development, including physical health and wellbeing and housing outcomes • Provide direct practical support to participants to attain the skills required to meet the goals identified to ensure social inclusion, including group activities as appropriate • Assist participants to regularly monitor and update their individual recovery plans
Consumer and carer participation Engage in ongoing consultation with participants, carers and other relevant parties	This will be achieved through: • Engaging participants in the planning, delivery, development, monitoring and evaluation of services • Regularly reviewing the ways in which services are provided to ensure the program is service aligned with individual needs • Providing services in a culturally competent manner for participants and families from Culturally and Linguistically Diverse (CALD) backgrounds
Administration Ensure all documentation is completed in a timely and accurate manner	• Ensure that all operational and administrative requirements including case notes, assessments, recovery plans and data 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 • Ensure adherence to Wellways's policies and procedures and all relevant legislation and accreditation standards • Participate in service review and development activities, including audits

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 on the basis of 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 • maintain effective partnership including liaison, mediation, negotiation and consultation with GVAMHS. • Actively participating in team meetings, service planning sessions, PDR supervision and staff development activities
Stakeholder Engagement Working with the wider community and key stakeholders to support value adding participant outcomes	• Participating in program promotion and developing appropriate linkages with other community agencies, clinical services and other Wellways programs • Participating in the development and delivery of community education in relation to mental health • Representing Wellways in a variety of settings, including other agencies, members, participants, carers and families to raise awareness of mental illness issues at the local level and to 'market' the organisation regionally • Assisting in the support of volunteers and students

Key Selection Criteria

Essential Requirements, Knowledge, Experience and Skills

Qualifications & Essential Requirements	• Relevant qualifications or commensurate experience in working in a support role for people with a mental illness, generally a Certificate IV qualification or above • Current valid Driver's License and the ability to undertake travel for the role • Appropriate IT skills • Current Working with Children Check • Right to Work within Australia • Current Police Check • NDIS Worker Screening Check • NDIS Worker Orientation Module completion certificate
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Technical Knowledge and Experience	Required: • Demonstrated experience and skills in working within programs for people with a serious mental illness or their carers, including the provision of high quality recovery oriented practice • Experience in the provision of psychosocial rehabilitation services. • An understanding of the biopsychosocial model of mental health and how social inclusion principles are applied to service delivery for people with serious mental illness • 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 provide culturally competent services appropriate to the needs of people from diverse backgrounds, including people from CALD backgrounds. • Demonstrated commitment to continuous improvement and evidence-based practice Desirable: • Dual diagnosis and dual disability competent • ATSI background • Knowledge of community services in the Goulburn Valley • First Aid Certificate, or willing to obtain
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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 individuals with a mental illness, 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 people with mental illness, 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 Information Technology: • Competent in Microsoft Office Suite
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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: N/A

Travel Percentage: As Required

On Call: N/A

Special Requirements: N/A

Attachment 1

