

Position Description

Role	Recovery Worker
EBA / Award	Social, Community, Home Care and Disability Services Industry Award
Classification	Schedule B, Level 3
Direct Operational Report	Psychosocial Team Leader
Primary Site	Toowoomba
Last updated	September 2026

Be part of a major boost to Mental Health and Wellbeing in Queensland!

The Toowoomba Integrated Mental Health Hub is an innovative new way of providing integrated stepped care in Queensland's mental health and wellbeing system. Wellways, alongside five consortia partners, Each, Lumsden Psychology, Queensland Program of Assistance to Survivors of Torture and Trauma (QPASTT) and Goondir, will offer an easy way for people to access seamless care and support for mental health concerns. Services are free, voluntary and easy to access. The Hub will operate on the principles of 'no wrong door', community inclusion and consumer choice and control.

The Role

The Recovery Worker will be employed by Wellways and work within the Wellbeing Team based at the Toowoomba Hub location.

Role Purpose

This Recovery Worker role supports Wellways to deliver a personal and valued service to people and community in the Toowoomba Integrated Mental Health Hub programs in collaboration with Each, Lumsden Psychology, Queensland Program of Assistance to Survivors of Torture and Trauma (QPASTT) and Goondir.

Our focus is on supporting individuals to live meaningful and fulfilling lives through gaining independence, enhancing their support networks and finding a place within their communities. We do this by working in close partnership with clinical and other partners, the consumer and those who they wish to have involved from their support network, like family or friends. It is our goal to assist people in their own pathway to recovery.

The Recovery Worker uses their experience to build authentic and mutual relationships with program participants. Recovery Workers are able to support people to be empowered and to connect meaningfully with their other supports and networks, role model healthy relationships and support in the discovery of reflective and wellbeing practices that work for them.

Under the support and direction of the Psychosocial Team Leader, the Recovery Worker will support the delivery of the Hub programs in collaboration with their team and clinical partners. The role works with the internal Wellways team, broader regional team and other key stakeholders in the ongoing development and effective implementation of organisational and regional strategic plans.

Other areas of responsibility and accountability include:

- Setting a positive culture that celebrates holistic practice and provides inclusive, trauma informed services.
- Welcoming and supporting the needs of participants during intakes and through their journey at Toowoomba Hub
- Providing recovery support through the development of participant led care plans
- Delivery of group programs

Making a Difference

You will play a vital role in ensuring that participants, carers, and their families receive valuable and supportive mental health care. This role will support in guiding people through a journey of evidence-based care, supporting people to achieve wellbeing and optimal participation in the community.

Now is your chance to join a new service and shape the future of mental health and wellbeing to ensure that everyone is supported and included.

Commitment to Reconciliation

We acknowledge that Aboriginal and Torres Strait Islander peoples have not always been well served by mental health and disability services. Their social and emotional wellbeing has been impacted by generations of trauma, injustice and systemic disadvantage. As partners, we recognise our responsibility in addressing these issues of inequality and stigma. We are committed to creating culturally safe, inclusive and responsive services for First Nations community members, their families and carers.

About Wellways

Wellways supports people's social, emotional, and physical wellbeing through community-based services.

With over 45 years' working with people, their family, friends, and carers, Wellways is a not-for-profit provider that delivers services through partnership across five Australian states and territories.

Founded by a community of family carers as an advocacy group, Wellways puts lived experience at the centre to provide free, safe, and inclusive mental health and disability services to people in their chosen communities.

Key Areas of Accountability

Area	Description
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 Recovery worker will: • Engage participants and their natural supports in the program where appropriate and develop professional and trusting working relationships • Utilise culturally safe and trauma aware principles in practice • Conduct regular face to face supports to connect with the person and to monitor and offer support around areas of priority • Develop individual care plans with each participant which incorporate individual goals focusing on skill and knowledge development while working towards recovery • Provide direct practical support to participants to help meet their identified goals • Encourage linkages into a range of activities to support recovery, including hub and broader community services • Work with participants, to regularly review and update their individual plans • Work actively with participants to plan their transition from the program and assist in building longer term support networks • Ensure that all operational and administrative requirements 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 • Work collaboratively with other consortia partners and agencies to ensure participants have warm, compassionate engagement with the service
General	• Engage participants and develop professional and trusting relationships • Develop individual recovery plans with participants incorporating individual goals, focusing on skill and knowledge development while working towards recovery • Case planning: help convene and actively participate in case planning meetings with natural supports community and clinical supports, and other service partners • Case coordination; help coordinate activities for the participant in service delivery (clinicians, employment services, education providers, accommodation providers) • Support a participant's natural supports to have confidence in their role as a carer and connect with supports where appropriate • Be an active, collaborative team member, contributing to a positive hub culture
Consumer and carer participation Engage in ongoing consultation with participants, carers and other relevant parties	• 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
Teamwork	This will include: • Working as part of the team on the basis of an ethos of collaboration, co-operation and mutual support in providing a holistic service delivery • 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 offer • Actively participating in team meetings, service planning sessions, PDR supervision and staff

	development activities • Other reasonable activities / duties as directed by your manager
Community Connection	• 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 Requirements

Area	Description
Qualification	• Cert IV/Diploma in Mental Health, AOD or related field or tertiary qualification in social science or 1+ year relevant work experience in mental health sector • Two or more years experience working in mental health or community services sector. • Demonstrated skill in establishing empowering and supportive relationships with individuals, families and carers • A commitment to person centered practice and maximising the opportunities and support for people with mental health challenges within their local communities • Able to plan, prioritise and work independently to ensure outcomes are achieved. • Ability to work in fast paced environment with multiple partners and competing priorities • The ability to express personal views and tackle sensitive information in a constructive and diplomatic manner. • An understanding and demonstrated commitment to social inclusion and diversity.

TOOWOOMBA INTEGRATED MENTAL HEALTH HUB

	Desirable: • Strong focus on excellent customer service • Prior experience working within the Mental Health sector, health or community based organisation • Data entry and record keeping experience
Information Technology	• Willingness to learn and adapt to technology platforms relevant to the role • Basic skills in Microsoft Office Suite and CRM systems
Compliance	• 100 points of identification • Evidence of right to work in Australia • Drivers Licence • National Police Check • International Police (if required) • Working with Children Check - Blue Card • NDIS Workers Screening Check • NDIS Workers Orientation Modules – free online course
Other	• Willingness to travel if required • Willingness to work rotating roster if required Welcomed • Personal lived experience of mental health challenges or have cared for someone who has • Aboriginal, Torres Strait Islander, People living with a disability and Culturally and Linguistically Diverse people are encouraged to apply • Leadership qualification or Community Sector experience

Required Values and Behaviours

Area	Description
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.
Commitment to reconciliation	- Demonstrates commitment to reconciliation - Work towards create culturally aware and safe services for First Nations Community Members
Quality and Safety	- Ensure any risks are identified and reported promptly and that prevention strategies are implemented to ensure the safety of all consumers. - Ensure and take all reasonable care for your personal safety and the safety of, consumers 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 policies and procedures and in accordance with relevant privacy and health records legislation. - Actively involve consumers and/or carers in quality and safety improvement activities. - Maintain up-to-date immunisation status related to - Ensure that the principles of general and consumer manual handling are adhered to.
People and Culture	- Act in accordance with the 'Code of Conduct' and 'Workplace Behaviour' Policies. - Actively participate in relevant professional development.
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.
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