

Position Description

Position Title:	AOD - Wellbeing Navigator Peer
EBA / Award:	Social, Community, Home Care and Disability
Classification:	Schedule B Level 4
Reports to Operational:	Support & Connect Team Leader
Primary Site:	Greater Shepparton – Strathbogie - Moira
Last updated:	October 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. The Victorian Government has committed to establishing 50 Mental Health and Wellbeing Locals.

In Greater Shepparton Strathbogie - Moira, Wellways, APMHA Healthcare and GV 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 know 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 Locals will be community-led, and co-production will ensure a diverse range of perspectives are included in the design, delivery, and governance of the Local Services, 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. Our workforce, individuals, and their natural supports recognise and respond to psychological distress and address barriers that prevent people from participating in their community and leading meaningful lives.

Team

This role makes up part of the Support and Connect team and is a crucial part of the Victorian Mental health reform work that Wellways and its partners are undertaking. This role will be part of a growing service system that places the community in the centre of the Local Mental Health and Wellbeing network across Victoria. As a member of the lived experience workforce, this role supports positive engagement and connection for participants experiencing substance use or addiction and co-occurring mental health challenges.

Role Purpose

The AOD – Wellbeing Navigator Peer, employed by Wellways, supports participants experiencing substance use or addiction within Greater Shepparton–Strathbogie–Moira’s Mental Health and Wellbeing Local.

Drawing on their own lived experience of substance use or addiction, recovery, service use, personal growth and learning, together with peer work knowledge and skills, the AOD – Wellbeing Navigator Peer builds authentic, mutual relationships with participants.

Grounded in the values and practices of peer work and Intentional Peer Support, the role intentionally uses lived experience, including purposeful self-disclosure, to create opportunities for connection, shared learning and hope, while supporting participants to recognise their own strengths, choices and possibilities for recovery and wellbeing.

Main responsibilities of the role include:

- Providing intentional AOD peer support
- Supporting participants with one on one service navigation and strengths-based recovery planning
- Facilitating AOD group peer sessions
- Supporting participants to recognise and build on their own strengths, knowledge and capacity
- Supporting engagement and self-advocacy with clinical services
- Building strong relationships with other local AOD support services

Key areas of accountability

Area	Deliverable
General	• Using the Peer Support Principles, undertake intake and initial conversations, support planning and ensure all documentation is provided to the relevant service team promptly • Work with participants and 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 with the range of health and social care services identified, 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 peer relationships using the Intentional Peer Support model • Facilitate and participate in joint planning/case conferencing to ensure a coordinated response between the participant's health, wellbeing, disability supports and other needs • Support participants without NDIS support, to complete a NDIS application and access NDIS-qualifying assessments supported by specialist clinicians • Where participant, carer and family needs are best met through other agencies, 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

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

Key Requirements

Qualifications or Experience	• Personal lived experience of substance use or addiction and recovery and/or engagement with AOD services, 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, AOD, 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	• 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.

	• Able to plan, prioritise and work independently to ensure outcomes are achieved •
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 • Full driver licence and ability to undertake travel • NDIS Workers Screening Check • 100 points of identification • NDIS Workers Orientation Modules – free online course • Willingness to work some public holidays
Other	Desirable • Prior experience working within the Mental Health or AOD sectors, or a community-based organisation • Data entry and record keeping experience • Personal lived experience of mental health/AOD challenges or have cared for someone who has • First Nations,, people living with a disability, Culturally and Linguistically Diverse people and people who identify as LGBTIQA+ are encouraged to apply

Required Values & 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 one another, 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 & Kindness	• We will commit to a kind and compassionate approach and understanding leading with curiosity. • We listen with empathy and without judgement.

	• We create safe spaces for quiet and diverse voices to be heard. • We acknowledge and validate people's emotions and experiences. • We care for our own wellbeing so we can support others well.
Respectful Collaboration	• We welcome and value difference, diversity and lived experience. • We recognise our strengths and limitations and work together respectfully. •
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 Shepparton 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 recognise and work to reduce power imbalances. • We promote choice, voice and control in all our interactions. • We ensure everyone feels heard, seen and valued. • We tailor our support to meet individual needs and circumstances.
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 communicate openly, clearly and transparently. • We speak the truth with respect, even when it is uncomfortable. • We use lived experience ethically, thoughtfully and with purpose. • We have courageous and respectful conversations • • We speak up for ourselves and for others. • We stand against discrimination and injustice. • We allow ourselves to be vulnerable and real. • We are open to learning, growth and trying new ways of working.
Excellence and Accountability	• Our work will be evidence based and we commit to continuous quality improvement processes to ensure the people using our service have excellent outcomes. • We strive to deliver high-quality, safe and ethical support at all times. • We support one another to do our best work. • We take responsibility for our actions, decisions and their impact. • We are committed to continuous learning, improvement and positive outcomes for our community and our team.
Commitment to reconciliation	• Demonstrates commitment to reconciliation. • Work towards creating culturally aware and safe services for First Nations Community Members. • Build trust through genuine and reciprocal relationships. • Grow cultural understanding and strengthen cultural safety. • Support equity, employment and economic participation. • Turn commitments into accountable and measurable action.

