wellways

Position description

Title of the role:	Outreach Carer Services Navigator (mobile clinics)
Classification:	SCHADS Award Level 3
Schedule:	Schedule B
Program Area:	Carer Gateway Services
Location:	Bundaberg, Queensland – Wide Bay and North Burnett Region
Reports to:	Service Integration Lead
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 is an exciting new role designed to provide community engagement to raise awareness of Carer Gateway services as well as providing accessible information and supports to carers via a mobile clinic.

The Outreach Carer Services Navigator role is mobile and involves travel across the Wide Bay, Burnett and Discovery Coast region in a Carer Gateway bus. Employees will rotate locations based on need and may include; carers homes (or other settings where carers meet), community based and health services settings, working directly with hospital and other health services staff (particularly RAS, ACAT, Discharge Planning and Social Work Staff) and acting as a direct referral and warm handover point for carers.

The Carer Gateway Outreach Carer Services Navigator role has three key functions:

1. Community Engagement to raise awareness of Carer Gateway services, create partnerships with local agencies and identify new carers across the Wide Bay, Burnett and Discovery Coast region.

2. To provide advice to carers on services available and consult with them to identify their goals and ensure an appropriate carer services support plan is prepared, implemented and evaluated. Responsibilities include the coordination and administration of financial and business functions required to support the referral and delivery of services to carers; and

3. to provide Carers with an opportunity to share experiences and learn from each other in a peer group setting.

The Peer Support Program draws on three approaches: peer support principals, the CHIME framework for personal recovery (Connectedness, Hope, Identity, Meaning and Empowerment) and elements of reflective practice.

These three frameworks have been used to develop a service approach that provides a structured session plan with flexibility for group participants to determine important and relevant topics, engage in mutual conversations and move towards individual goal planning, with the development of communication skills and building sustainable relationships. Peer Facilitator must has completed the required training prior to delivery of any program.

The Outreach Carer Services Navigator role will be responsible for:

- Providing assertive community engagement across the Wide Bay, Burnett and Discovery Coast region to identify new carers, increase awareness of the Carer Gateway and create local partnerships
- Contributing to the intake, planning and support function of carers in compliance with Department of Social Services guidelines and as required within the Carer Gateway team.
- Maintain and develop comprehensive knowledge and strong understanding of funded and non-funded service options, service providers and support agencies.
- Collaborate with partner organisations to build and maintain effective referral pathways for carers and to raise awareness of carers within the broader community as well as internal stakeholders and provide supports across all teams within the Carer Gateway program.
- Facilitating the IPPS program in accordance with training and the In-person Peer Support Guidelines.
- Facilitating group sessions to achieve the programs required KPI's.
- Creating an environment in which Carers will find welcoming, real and inclusive.
- Ensuring relationships with Carers are built on Wellways values and are positive.
- Empowering Carers through the CHIME framework and supporting Carers to adopt self-care

Refer to **Attachment 1** for a reference to the overall Wellways organisation structure.

Responsibilities

Key Deliverables	Key Performance Indicators
Intake, Assessment & Planning	• Provide Carers with information on internal and external programs/services ensuring referral pathways for Carers and their families. • Utilising the Carer Support Framework undertake intake, planning and assessment using the Carer Star tool and ensuring Carer meets eligibility criteria. • Work with 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. • Ensure action plans focus on providing service solutions that maintain and strengthen Carers health and wellbeing and their ability to sustain in their caring role. • Ensure referrals and service confirmation is provided to service delivery teams with accurate and complete information that allow for the timely commencement of service(s). • Conduct Risk assessments, including assessment of suicide risk and violence risk, develop action and safety plans to mitigate any risks, providing follow up support if required, and communicating all risk with Coordinator Community Engagement & Volunteering.
Delivery of Programs	• Facilitate IPPS programs in accordance with training and IPPS Service Design and Guidelines • Facilitate workshops with other Peer Facilitators when required • If necessary, encourage and support Carers to seek follow up supports with others, and engage positively with key external and internal stakeholders • Evaluate the effectiveness of In-Person Peer Support sessions through the use of the Participant Surveys for Facilitators and debrief with the coordinator and colleagues • Establish goals/objectives and outcomes from the Participant Survey results for management review and recommendations. • Ensure • Maintain stock control and cleanliness of the mobile bus. • Support the Coordinator with the maintenance of the mobile bus when requested.

Team Effectiveness Working as part of the wider regional and general management team to provide exceptional service and delivery of service.	• Working closely with the wider leadership and Carer Gateway teams to ensure clear communication and collaboration for service delivery effectiveness • Promoting a culture of cohesion and collaboration across Carer Gateway business and encouraging connections between employees from different programs • Working with Coordinator to develop systems and processes to support rapid response and risk management for this program • Collaborate with and assist co-workers to learn and develop and assist when they are having difficulty. • Working autonomously while being a supportive and flexible team member. • Proactively seeking to address issues/concerns as they may occur. • Assist with and undertake other duties as determined by the Service Manager and Coordinator
Quality Drive and support the overall effectiveness of Wellways Carer Gateway Services ensuring that services reflect Wellways values, best evidence-based practice, demonstrate innovation, are evaluated and are accountable to funding bodies	• Ensure the service approach incorporates the following service principles: Carer Focused, Practical and Flexible, Inclusive. • Ensure adherence to the Wellways Contact Centre Service Design and Carer Gateway Service Provider Operating Manual and all other relevant policies and procedures. • Report all incidents and complaints in line with Wellways policies and procedures and within specified time frames • Maintain safe work practices and nurture a safe and healthy environment in accordance with occupational health and safety policies and legislation • Ensure all scheduled activities are undertaken in accordance with responsibilities and accountabilities within the allocated time frames. • Ensure all assessments and documentation is provided to relevant service delivery teams in a timely manner. • Ensure appropriate Carer Gateway documentation is maintained in Wellways client management system as required to meet statutory requirements including statistical data for reporting purposes. • Maintain strict client confidentiality while reinforcing the client's rights and responsibilities. • Adhere to protocols and agreements between Wellways, consortium partners and relevant service providers
Organisational Alignment Working with key stakeholders, supporting the achievements of organisational goals and the application of best practice frameworks	• Using established organisational systems and processes in line with Wellways policies and procedures • Supporting the reputation of Wellways as a preferred provider by contributing to high quality service delivery and by operating in line with Wellways values and Code of Conduct • Fostering effective communication and maintaining positive relationships with internal and external stakeholders • Establishing and maintaining effective relationships with other organisations to ensure effective service delivery

Stakeholder Engagement	• Establishing and maintaining relationships with local service providers and community organisations. • Where Carer needs are best met through other agencies, advocate with those agencies to access assistance for Carers. • Supporting lived experience leadership and advocacy. • In consultation with the Coordinator participate in local networks to build referral pathways and support strategies for building sector capacity around carers. • Identify carers needs and refer them to the appropriate source, including to the Carer Gateway Core Supports (Counselling, Coaching and In-Person Peer Support).
Administration	• Provide administrative support requiring a high level of judgment, initiative, confidentiality and sensitivity in the performance of work • Complete all administrative tasks associated with facilitating the program in a timely manner. Assist with data collection tasks as negotiated
Professional Development	• Actively participate in Community of Practice meetings as required. • Actively participate in monthly supervision with program Coordinator. • Actively participate in the Wellways Professional Development process • Actively participate in staff meetings. • Complete all training requested by the program Coordinator. • Engage in reflective practice within a team environment and actively participate in supervision.

Qualifications & Essential Requirements	• Lived experience as a young Carer or adult Carer • Certificate IV or above in a support discipline and/or Equivalent Community sector experience • Current valid Driver's Licence • Work in a mobile setting and ability to travel regularly • Satisfactory National Police Records Check (within 12 months) • WWCC / QLD Blue Card • NDIS Worker Screening Clearance • Appropriate IT Skills • Right to Work within Australia • NDIS Worker Orientation Module Certificate
Technical Knowledge and Experience	Required: • Thorough understanding of the caring role and evidence based, best practice Carer supports that enable Carers to sustain in their caring role and enhance their own wellbeing and identity. • Demonstrated knowledge of caring roles and the impact on Carers health and wellbeing to determine support requirements. • Experience in coordinating responsive individualised support to individuals, families, young people and children with caring roles. • Demonstrated skill in establishing empowering and supportive partnerships with individuals, families, young people and children with caring roles. • A commitment to family centred practice and maximising the opportunities and support for people within their local communities. • Previous experience in facilitating Psychosocial Education and/or Peer Led Programs for young people. • An understanding and demonstrated commitment to social inclusion and diversity. • Personal insight into the impact of stigma and the subsequent effect this has for individuals, families and the broader community. • Prepared to use your lived experience to enrich the support and learning experiences for Carers. • Have a strong understanding of the importance of 'safe storytelling' and able to implement when supporting Carers. • Personal knowledge of region-specific health services, formal and informal community networks and primary health services • Demonstrated knowledge of caring roles and the impact on Carers health and wellbeing to determine support requirements.
Skills	Teamwork • The ability to communicate and model a vision that supports enthusiasm and commitment. • Support a culture and environment that fosters innovation in service delivery. • The ability to identify potential issues and setbacks and work with colleagues to optimise outcomes. • Demonstrated understanding of and commitment to Wellways values.

	Strategic Planning
	• Ability to plan alongside the team Coordinator and with colleagues to develop effective solutions and mitigating strategies to program challenges.
	
	Communication
	
	• Partnership, participation and negotiation - an ability to liaise, consult and negotiate effectively including an ability to encourage participation and develop effective partnerships with stakeholders. Proven ability and experience in representing organisations.
	• Effective communication skills, verbal and written, including the ability to develop reports and recommendations on service issues, public speaking and presentations.
	• Listening skills that support active listening to Carers' needs
	• Patient and non-judgemental when listening and exploring Carer challenges.
	
	Organising and Planning
	
	• Able to identify more and less critical activities and operate accordingly, reviewing and adjusting as required.
	• Able to support development and implementation of systems and procedures to guide work and track progress.
	• Able to recognise barriers and find effective ways to deal with them
	• Able to identify processes, tasks and resources required to achieve a goal.
	• Able to take an organized, methodical approach to work tasks.
	
	Information Technology
	
	• Proficient with the range of digital platforms including but not limited to:
	  ○ Microsoft Office Suite
	  ○ Client management systems
	  ○ Able to use a variety of online meeting platforms
	
	Physical Capabilities:
	• The ability to lift, and push/pull to set up the mobile bus including setting up awning, seat and chairs.
	• Driving the mobile bus, on occasion travel time can be 2 hours one way.
	
	Required:
	
	• Ability to articulate and share personal strategies for self-care, safety and well-being.
	• Levels of awareness and empathy that allow effective work with groups that may challenge own ethical opinions and values.
	• Active curiosity that facilitates exploration and engagement of opportunities that emerge from Carers' involvement in community.
	• Goal focused – able to create and follow agendas for facilitating peer support forums and is open to ongoing self-development.

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:	This is a mobile service which will involve travel daily in the Wide Bay, Burnett and Discovery Coast region
On Call:	n/a
Special Requirements:	Require a full Drivers Licence and ability to work in a mobile setting

Attachment 1

