Position Description

Title of the role:	Peer Recovery Worker
Classification:	SCHADS B Level 3
Program Area:	Youth Transitional Care Program
Location:	Newcastle West
Reports to:	Team Leader
Last Revised:	May 2025

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 interactions
We show compassion 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

Program Summary

The Youth Transitional Care Pilot (YTCP) program is funded by The Primary Health Network (PHN) and delivered in collaboration with Hunter New England Local Health District to provide short-term psychosocial support services for people aged 12 – 18 years, with serious mental health concerns.

YTCP Program ensures youth are better supported whilst transitioning from tertiary to primary care. The aim is to provide greater access to support services for youth living with mental health concerns in the Greater Newcastle region. The initiative will improve patient experience of discharge, improve short to medium term clinical outcomes following discharge and reduce re-admission rates within 28 days of discharge & ED presentations.

YTCP offers young people flexible hours and types of support to ensure that support meets a person's current needs. All services are provided within the context of a recovery model and in a way that empowers individuals to live in the community with self-determination and independence. As such, the program provides people with hands on, practical support in addition to facilitating and working with other supports.

Services will be provided flexibly responding to participant needs. Hours of work available are between Monday – Friday 6:00 am – 8:00 pm.

Position Summary

All Wellways services are informed by Wellways' Well Together Model, Practice Principles, Program Pathways and Recovery Frameworks.

Intentionally drawing upon their own lived experience of mental ill health and recovery, Peer Recovery Workers share their personal experiences of recovery to engage and empower program participants in their own recovery journey. Peer Recovery Workers provide positive role models of hope and recovery and share their experiences to assist families, clinicians and the community better understand the participant perspective. Additionally, Peer Recovery Workers facilitate Wellways' peer learning programs.

Peer Recovery Workers bring the Youth Transitional Care Program to life by supporting program participants throughout the lifecycle of the program. The participant journey spans referral to the program, assessment of need and action planning, receiving direct, practical support, navigating services and nurturing natural supports that sustain wellbeing. Essential to sustaining wellbeing for young people is that Peer Recovery Workers work not just with individuals, but also with and within families and communities.

As an organisation dedicated to making a real difference in people's quality of life and equality of rights, Wellways believes our work must include effective methods to improve wellbeing and to transform our relationships, networks, communities and society to provide equal rights, opportunities and outcomes for people affected by mental illness. Peer Recovery Workers make this a reality by:

- Ensuring people can fully participate in the community and claim their rights as citizens
- Working with families, carers, friends and kin to build the skills and resources they need as key supports, and to flourish in their own right
- Advocating for, and creating communities that actively welcome and value people with mental illness and uphold their rights as equal citizens

Peer Recovery Workers work as part of an integrated team. An integrated team works together to ensure that support is provided continuously and seamlessly. To achieve this, Peer Recovery Workers work collaboratively with Wellways staff and other services to ensure that participants have access to the supports that they need, when they need them.

An essential part of every YTCP team member's role is the timely and accurate recording of participant information and data. Peer Recovery Workers are responsible for daily, weekly and monthly data entry and maintaining file notes, as well as various program documentation such as assessments and plans, risk assessments, referral documentation and more.

In order to support participants accessing YTCP, Recovery Workers are required to travel within and beyond the Newcastle area.

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

Responsibilities

Key Functions	Key Performance Indicators
Peer Support Draw upon lived/living experience to support recovery	Working in the context of the individual, the family and the community, work as part of an integrated team providing Intentional Peer Support, including: • Effectively and appropriately holding safe and purposeful storytelling with people who access services in order to connect with them, support them and build reciprocity via mutual understanding, trust and shared experience • Effectively motivate and model hope and recovery • Participate in co-reflection, peer-based supervision and community of practice • Contribute to an increased embedding of person-first, recovery-oriented and family-inclusive approaches and promote the voice of people with lived experience • Contribute to an inclusive workplace that values lived experience and the involvement of participants, carers and families in the work we do
Transitional Care Provide direct support to participants, family members and carers	Working in the context of the individual, the family and the community. • Engage participants and develop professional and trusting relationships that; Establish (or re-establish) a positive personal identity /sense of self; Build (or re-build) a meaningful life; and encourage responsibility and support to exercise choice and control • Work alongside participants to identify areas of need using Wellways assessment and outcome measurement tools • Work alongside participants, their care team and family / carers to develop Transition Care Plan that incorporate self-identified recovery goals • Participate in multi-disciplinary team meetings and discharge planning where appropriate • Encourage and facilitate connection to and participation in a range of natural and community-based activities that support the achievement of recovery goals, including other Wellways services • Work with participants, their families / carers in collaboration with treating services, to develop individual specialised plans and strategies to cope with psychological and suicidal distress • Deliver specialist interventions within scope of practice and training competency • Actively collaborate with Local Health District and community-based treating clinicians to ensure safe, collaborative and effective clinical care • Provide direct, practical support to participants through individual activities that support participants to attain the skills required to meet their goals • Support family members and carers, guided by the principles of family sensitive practice, utilising tools such as integration in care planning and review, single session family consultation, and the delivery of Wellways peer learning programs • Support participants to use and engage with the Wellifiy mobile app and perform worker-facing tasks on the worker portal

	• Participate in peer support mechanisms, including the delivery of peer learning programs, one to one and group peer support initiatives and links to broader peer support programs, including on-line • Provide services in a culturally competent and safe manner for participants and families from Culturally and Linguistically Diverse (CALD) and Aboriginal and Torres Strait Islander backgrounds • Provide safe spaces for LGBTIQ+ participants and their families/carers
Administration Ensure all documentation is completed in a timely and accurate manner	• Complete operational and administrative requirements including file notes, assessments, recovery plans and record participant data on the same day in which the information is obtained • Provide reports, records and case studies on a regular basis and as required • Maintain safe work practices and a safe and healthy environment in accordance with Wellways occupational health and safety policies and legislation • Ensure adherence to Wellways policies and procedures and all relevant legislation and accreditation standards • Participate in service review and development activities, including audits • Take responsibility for various functions within the program, site and region
Consumer and Carer participation Engage in ongoing consultation with participants, family members and other relevant parties	• Engage participants, family members and carers in the planning, delivery, development, monitoring and evaluation of services by supporting participants to participate in co-production activities, including but not limited to interviews, service design and review activities and reference groups • Regularly review the ways in which services are provided to ensure the program is aligned with individual needs • Encourage and support participants to provide feedback about their experience of service, including compliments and compliments
Team Effectiveness Work as an active member of the team to ensure the achievement of program goals	• Work as part of the team on the basis of an ethos of collaboration, co-operation and mutual support • Support on-going development of an environment based on shared accountability, effective knowledge sharing and providing feedback • Manage and plan own work, monitor own work outcomes • Actively participate in team meetings, service planning sessions, performance development and review, supervision and staff development activities • Actively build relationships and work collaboratively across Wellways • Support and supervise volunteers and students
Organisational Alignment Contribute to the effective operation and on-going development of the program offer to ensure that the program reflects Wellways values, best evidence-based	Actively work with the team to ensure: • The programs reflect the core values of Wellways • Supports are delivered within Wellways' Practice Frameworks, the Well Together Community Recovery Model and evidence-based practice • Programs are reviewed to ensure they reflect individual needs • Quality systems and standards are incorporated to support continuous improvement

practice and demonstrates innovation	• Effective relationships are established and maintained with other organisations
Stakeholder Engagement Working with the wider community and key stakeholders to support value adding participant outcomes	• Work with the service system and the community to ensure an integrated response • Participate in program promotion and develop 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 interacting other agencies, members, participants, carers and families to raise awareness of mental illness issues at the local level and to 'market' the organisation regionally

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Essential Requirements, Knowledge, Experience and Skills

Selection Criteria (Qualifications & Essential Requirements)	• Lived experience of mental health issues and recovery as a person with mental health challenges and recovery. • A contemporary understanding of mental health issues and recovery orientated mental health practice • Capacity to continuously develop practice in response to supervision, reflection, training, practice experience and feedback • Completion of the Certificate 4 in Mental Health Peer Work, Certificate 4 in Mental Health or Certificate 4 in Community Services, or equivalent practical experience working in a lived experience role. • Capability to develop rapport and activity engage with people from all walks of life, including people from diverse backgrounds and with diverse orientations • Capability to work alongside clinical mental health services to achieve collaborative outcomes • Capability to perform participant-led assessment and planning activities • Capability to develop specialised plans and strategies, and deliver specialist support • Ability to solve challenges with reference to procedures and instruction • Capability to work with culturally and linguistically diverse communities and individuals • Computer literacy in Microsoft Office (Word, Excel, Outlook) and internet applications • Satisfactory Police Records Check • Satisfactory Working with Children Check • Right to Work within Australia • Completion of NDIS Quality and Safeguards Module 'Quality, Safety and You' • Current valid Driver Licence • The ability to undertake some travel
Desirable skills and knowledge	• Prior completion of training in the intentional use of lived experience of mental health challenges and recovery • Tertiary level qualifications in Mental Health or Community Services, and a willingness to complete a Certificate IV in Peer Work • Previous experience working within programs for people with mental health challenges • Experience delivering / implementing Family Sensitive Practice • Experience working with Culturally and Linguistically Diverse people • Experience working with Aboriginal and/or Torres Strait Island people • Experience working with people within the LGBTIQ+ community • Competency in co-design and co-production techniques and methodology

Relevant skills and qualities	**Communication** • Highly developed verbal and written skills, including the ability to write clear, concise and inclusive file notes and reports **Interpersonal** • Strong skills in developing and maintaining relationships with staff and other key stakeholders. • Approachable and accepting manner and attitude. • Able to work in partnership with participants, their families and friends, as well as other members of staff and external stakeholders such as clinicians and primary health care providers. • Able to see things from others point of view and confirm understanding of that point of view. • Able to express personal views in a constructive and diplomatic manner. • Able to reflect on how one's own emotions impact on others. **Organising and Planning** • Able to identify more and less critical activities and operate accordingly, reviewing and adjusting as required. • Able to develop and implement systems, procedures and work practices to guide work and track progress. • Able to organise and manage time effectively so that outcomes can be achieved. • Able to recognise barriers and find effective ways to deal with them. • Able to identify processes, tasks and resources required to achieve a goal **Self-Management** • Able to understand and adhere to professional ethics and boundaries • Able to demonstrate self-reflective practice, identify areas for further professional or personal development, and actively participate in regular supervision • Able to work alone, off site and independently

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

