mental health & wellbeing local
Free support in your community

Position Description:

Position Title	Wellbeing Navigator Peer - AOD
EBA / Award	SCHADS Award, Level 4
Classification	Schedule B
Reports to Operational	Support and Connect Team Leader
Reports to Discipline	Senior Peer Wellbeing Navigator
Primary Site	Benalla, Wangaratta, Mansfield
Last updated	March 2024

The Mental Health and Wellbeing Local Service in Benalla, Wangaratta and Mansfield

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 the Rural Cities of Benalla and Wangaratta and the Shire of Mansfield, Wellways, Albury Wodonga Health (AWH) and Australian Community Support Organisation (ACSO) 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 are 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.

The Local is designed to 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.

Working together - how we will deliver services

wellways
Albury Wodonga Health
australian community support organisation

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 Service model provides 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, including people with 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 Mental Health and Wellbeing Local Services are community-led, and co- produced to 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.

Commitment to Reconciliation

The Mental Health and Wellbeing Local knows 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

Program / Team

The Mental Health and Wellbeing Local Service in Benalla, Wangaratta and Mansfield is a community mental health service which has been established as a result of mental health reform in Victoria. The Local operates across three sites (Benalla, Wangaratta and Mansfield) Monday to Friday, with by appointment extended operating hours to support a flexible and responsive service. The Local Service will ensure adults and older adults experiencing a mental illness or psychological distress, including those with co-occurring substance use or addiction, can access treatment, care, and support in their community, and closer to their support networks.

The Mental Health and Wellbeing Local provides a welcoming and inclusive service for people in the Rural Cities of Benalla and Wangaratta and the Shire of Mansfield who are aged 26 years and over and who are experiencing mental health challenges, including people with co-occurring alcohol and drug addiction treatment and care needs.

The Wellbeing Navigator Peer – AOD sits in a Lived and Living Experience team within the Local Service, the Support and Connect Team.

The Support and Connect Team manages service navigation and provides intentional peer support to participants, carers and their families impacted by mental illness and substance use or addiction.

Role Purpose

Drawing on your Lived/Living experience of mental health and addiction challenges and the recovery journey, as well as your professional skills, the Wellbeing Navigator Peer – AOD, reporting to the Team Leader Support and Connect, is dedicated to supporting and advocating for individuals affected by mental illness, psychological distress and substance use or addiction. Working alongside other disciplines, you'll play a key role in our collaborative network fostering a safe and inclusive space for healing and growth.

Main responsibilities include:

- Being the welcoming front door to the Local Service
- Delivering Intentional Peer Support to empower participants on their recovery journey by drawing on shared experiences and fostering mutuality and connection.
- Providing personalised one to one service navigation and care planning, tailored to individual strengths and goals.
- Assisting participants with recovery and wellness planning to help gain a sense of control and empowerment over their lives by building on strengths and resources.
- Facilitating peer led groups.
- Supporting capacity building initiatives that recognise and build on individual strengths and capabilities of participants.
- Supporting meaningful engagement with clinical supports ensuring individual need and preferences guide and inform a collaborative approach.
- Supporting participants to be involved in decision making about their own recovery journey.
- Building the clinical workforces understanding of the Lived Experience Workforce

How you will make a difference

Working together, Wellways, Albury Wodonga Health (AWH) and Australian Community Support Organisation (ACSO are committed to delivering a spectrum of mental health and addiction supports and interventions tailored to the unique need of our communities. Our approach prioritized Lived/Living Experience, inclusivity and genuine partnership and participation, forming the foundations of our work. This innovative approach represents a transformative shift offering a remarkable opportunity to shape the future of mental health and wellbeing in Victoria.

Wellbeing Navigator Peers guide participants through an intentional journey championing their voices and choices and empowering people to achieve not only recovery, but improved wellbeing and active participation within their communities.

This is your opportunity to actively contribute to shaping the future of Mental Health and Wellbeing in Victoria, ensuring that every person is supported and included in a manner than respects their unique perspectives and experiences

Key areas of accountability

General	• Using the Peer Support Framework, undertake intake, planning and assessment, 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 help clients 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 • Collaborate with clinical partners to support risk assessments, including assessment of suicide risk and violence risk, develop action and safety plans to mitigate any risks, providing follow up support and communicating all risks to Team Leader • Maintain strict participant confidentiality while reinforcing the participants' 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 clients 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 Safe Standards, Aged Care Act etc) and actively promote compliance to any such standards and legislation • Ensure documentation is maintained in the client management system as required to meet statutory requirements including statistical data for reporting purposes • Evaluate the effectiveness of In-Person Peer support sessions through the use of 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 experience of co-occurring mental health and substance use concerns and accessing and navigating healthcare services, including mental health services

	• Certificate IV Mental Health Peer Work, SHARC Peer Worker Training, Intentional Peer Support or willingness to complete. • 1+ year relevant work experience in a peer worker role. • Ability to promote and contribute to a culture of hope and optimism through the sharing of your lived/living experiences or recovery to support participants and the team.
Knowledge and Skills	• Personal experience of mental distress and substance use recovery and accessing and navigating healthcare services, including mental health services • Willingness to draw upon your experiences and recovery journey to inform your work and share intentionally with participants of the service to support their journey • Demonstrated skill in establishing, empowering and supportive partnerships with individuals, families, and carers • A commitment to person centred practice and maximising the opportunities and support for people with a mental illness or psychological distress within their local communities • Able to plan, prioritise and work independently to ensure outcomes are achieved • 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
Information Technology	• Basic skills/willingness to learn skills in Microsoft Office Suite and CRM systems
Compliance	• National Police Check – ACSO will initiate this process during the recruitment and selection process and cover the cost of any Australian or International police checks.

	Note: ACSO are open to considering employing people with a criminal record • Current Working with Children Check – employment (at the cost of the employee) • Evidence of right to work in Australia • 100 points of identification • NDIS Worker Screening Check - a NDIS Worker Screening Check clearance must be supplied by all new employees (at the cost of the employee). This check is valid for 5 years and transferable across NDIS providers and Australia • All ACSO employees are required to be fully vaccinated against COVID-19 and must provide proof of their vaccination status • A valid Australian driver's licence
Welcomed	• Prior experience working within the Mental Health or AOD sectors, or a community-based organisation • Aboriginal, Torres Strait Islander, people living with a disability and Culturally and Linguistically Diverse people and people who identify as LGBTIQA+ are encouraged to apply • Trained in Intentional Peer Support • We welcome and encourage applicants with varied experiences of mental illness, addiction, homelessness and other experiences of accessing social services, embracing the richness of experience.

Required Values & Behaviours

Area	Description
Authenticity and Integrity	• We will bring out 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
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
Commitment to reconciliation	• Demonstrates commitment to reconciliation • Work towards creating culturally aware and safe services for First Nations Community Members