## Position description

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| Title of the role: | Youth Trainee Program/Peer Worker |
| Classification: | SCHADS Level 2 |
| Schedule: | Schedule B |
| Program Area: | Child, Youth and Family Engagement (CYFE) |
| Location: | Burnie |
| Reports to: | Coordinator |
| Last Revised: | September 2025 |

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### 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

## Position Summary

Wellways Australia is offering a candidate who has recently completed a Cert II or III in Community Services or Youth Work qualifications who is interested in a gateway of working in the mental health field.

The program is inviting interested candidates who hold values such as emotional intelligence, integrity, ethical practice, problem solving to support vulnerable people in achieving a good life. The trainees will earn a salary in line with award classification while learning skills on the job. Wellways Australia is committed to valuable on the job experience and to support through the training process and through regular monitoring, support, and guidance.

## Program Summary

Wellways has programs providing services to the North West Tasmania catchment consisting of Wellways to Recovery for people living with mental health challenges, Consumer Directed Services, Child Youth and Family Engagement (CYFE) and a range of Family and Peer Facilitated Education Programs.

These programs provide a range of biopsychosocial rehabilitation support strategies that promote and support social inclusion. The program provides support to all people with a mental illness with an aim to promote and maintain independent living and skills. We also provide information, education, advice and support to their family members, friends, and their wider social and support networks.

Program Workers provide direct, practical support to participants that help them regain, keep, and improve skills, including self-management skills, while also supporting participants to identify and nurture natural supports that sustain recovery. Essential to sustaining natural supports is that Social and Emotional Wellbeing Workers work not just with individuals, but also with 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. Program Workers make this a reality by:

- Ensuring people can fully participate in the community and claim their rights as citizens
- Working with families, carers and friends 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

Under the support and direction of the Manager, North West Tasmania the role forms part of the Tasmanian team and works with the team and other key stakeholders in the ongoing development and effective implementation of regional and program plans.

Work will be guided by Wellways' evidence-based Practice Frameworks:

- Intentional peer support (Discovery)
- Supported Education
- Individual Placement and Support (Employment)
- Family Education
- CALD Recovery Principles
- Working with people from Aboriginal and Torres Strait Islander backgrounds
- Working with LGBTIQ people

Our Practice Frameworks identify a range of tools and processes to assist participants to develop the confidence and capacity to manage their own wellbeing, equip family and friends with information and skills; and engage community members as mentors and supports.

Under the support and direction of the Coordinator, North West Tasmania, the role forms part of the Catchment-based team and works with the team and other key internal and external stakeholders in the ongoing development and effective implementation of catchment and program plans

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

## Responsibilities

| Key Functions | Key Performance Indicators |
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| **Support (Trainee)**<br>Under the support and directions of Coordinator, provide direct early intervention support to children, young people and their families, within the framework of the organisations policy and procedures, all applicable legislative standards and any relevant accreditation standards to deliver recovery services | Working in the context of the child, young person (participants) within their, family and community, the Program /Peer Worker will be expected to manage a small caseload with direction and will:<br>• Will be expected to provide individual support items to participants to meet their goals.<br>• Support Categories include (on the job learning).<br>• Engage participants and developing professional and trusting relationships.<br>• Work with participants to identify areas of need using key assessment and outcomes measurement tools.<br>• Develop individual service plans with each participant which incorporate individual goals focusing on skill and knowledge development while working towards recovery.<br>• Provide direct practical support to participants to attain the skills required to meet the goals identified to ensure social inclusion.<br>• Encourage linkages into a range of activities to support achievement of goals, including all other Wellways services.<br>• Work with participants, to regularly monitor and update their individual plans and progress in line with the plan.<br>• Work actively with participants to plan their exit from the program and assist in building longer term support networks. |

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| | • Ensure that all operational and administrative requirements are met including regular reporting requirements and records maintenance.<br>• Maintain safe work practices in a healthy and sustainable environment in accordance with occupational health and safety policies, legislation and organisational environmental sustainability/friendly practice. |
| **Team Effectiveness**<br>Learning to work actively as part of the team to provide exceptional service deliver to participants | • Working as part of the team on the basis of an ethos of collaboration, co-operation, respect and mutual support.<br>• Cooperation with all team members in order to ensure continuity of care and the provision of an exceptional service offer.<br>• Reflecting on the performance feedback and development as a learner to meet the required support standards.<br>• Fulfilling attendance requirements for educational purposes.<br>• Considering on the job learning and feedback received from Coordinator to ensure practical applications in providing best support service. |

## Essential Requirements, Knowledge, Experience and Skills

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| **Qualifications & Essential Requirements** | • Completed a certificate II or III in Community Services or Youth Work.<br>• Must be 18 years of age or over.<br>• Current valid Driver's License.<br>• Current Working with Vulnerable People Check with NDIS Endorsement.<br>• Satisfactory National Police Records Check.<br>• Right to Work within Australia.<br>• Proof of identity.<br>• NDIS Worker Orientation Module Certificate. |
| **Technical Knowledge and Experience** | Desirable:<br>• Understanding of skills in working with people living with a disability or mental illness.<br>• Understanding of skills in working with children, youth and families.<br>• Willingness to work with culturally and linguistically diverse communities and individuals.<br>• Commitment to best practice.<br>• Demonstrated ability to operate in a way that ensures maximum participation of participants.<br>• Willingness in working within a community-based organisation.<br>• Fluency in other languages. |
| **Skills** | **Communication**<br>• Effective communication skills, verbal and written including the ability to complete reports.<br><br>**Interpersonal**<br>• Strong skills in developing and maintaining relationships with staff and other key stakeholders.<br>• Able to see things from others point of view and confirm understanding of that point of view.<br>• Able to express personal views in a constructive and diplomatic manner.<br>• Able to reflect on how one's own emotions impact on others.<br><br>**Organising and Planning**<br>• Able to identify more and less critical activities and operate accordingly, reviewing and adjusting as required.<br>• Able to develop and implement systems and procedures to guide work and track progress.<br>• Able to recognise barriers and find effective ways to deal with them.<br>• Able to identify processes, tasks and resources required to achieve a goal.<br><br>**Self-management**<br>• Able to plan and prioritise work to ensure outcomes are achieved.<br>• Takes the time to think things through.<br>• Able to anticipate one's own reactions to situations and prepare |

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| | accordingly.<br><br>**Computer**<br>• Familiar in Microsoft Office Suite.<br><br>**Self-Management**<br>• Motivated, innovative and able to work independently.<br>• Understanding of a changing work environment requiring timely and appropriate response to participant needs. |
| **Organisational Alignment**<br>Contributing to the effective operation and on-going development of the program to ensure that the program reflects Wellways values, best - evidence-based practice and demonstrates innovation | This will be achieved through on-going contribution and awareness ensuring that:<br>• The programs reflect the core values of Wellways.<br>• Programs are delivered within Wellways' Practice Frameworks, the Community Recovery Model and best evidence-based practice.<br>• Programs are reviewed to ensure they reflect individual needs.<br>• Quality systems and standards are incorporated to support continuous improvement.<br>• Effective relationships are established and maintained with other organisations. |
| **Stakeholder Engagement**<br>Working with the wider community and key stakeholders to support value adding participant outcomes | You will:<br>• Participate in program promotion and developing appropriate linkages with other community agencies, clinical services and other Wellways programs.<br>• Deliver support that is led by the participant and integrated with the participant's family and other key stakeholders.<br>• Participate in the development and delivery of community education in relation to mental health and recovery.<br>• Represent Wellways in a variety of settings, including other agencies, members, participants, carers and families to raise awareness of mental health and mental illness issues at the local level and to 'market' the organisation, at the direction of the Coordinator. |

## 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.

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| Financial Delegation: | As per delegation schedule |
| People – Number of Directs: | 0 |
| Travel Percentage: | As required |
| On Call: | n/a |

