Position Description

Role	Peer Wellbeing Navigator
EBA / Award	SCHADS Award
Classification	Schedule B Level 4
Direct Operational Report	Team Leader - Wellbeing
Primary Site	Bundaberg
Last updated	November 2026

Be at the forefront of mental health reform

Wellways in partnership with Clarity Health Care will soon be opening the Country to Coast Medicare Mental Health Centre, with locations across Sunshine Coast, Rockhampton, Gladstone and Bundaberg. The Medicare Mental Health Centres, formerly Head to Health, are an important part of the Australia's reformed mental health and wellbeing system.

Funded by Country to Coast QLD, through the Australian government's Primary Health Network (PHN), the Country to Coast Medicare Mental Health Centre will provide the community with a free, safe and welcoming space to access mental health advice, supports and services. Walk-ins will be welcomed, services are confidential, and no appointment or referral will be needed.

The Role

The Peer Wellbeing Navigator will be employed by Wellways and work within the Wellbeing Team based at the Bundaberg location.

Role Purpose

Utilising your real-life experience, coupled with skills learned through education and training, the Peer Wellbeing Navigator will support and represent people impacted by mental illness, psychological distress and substance use or addiction.

This role will work with other disciplines to instil hope through positive self-disclosure and positive role modelling, offering practical ways of overcoming day-to-day barriers and challenges associated with recovery.

Main responsibilities of the role include:

- Providing intentional peer support
- Providing one on one service navigation and care planning
- Facilitating group peer sessions
- Capacity building
- Supporting engagement with clinical supports

Making a Difference

You will play a vital role in guide people through an intentional journey of evidence-based care and support, supporting people to achieve wellbeing and optimal participation in the community.

Now is your chance to join a new service and shape the future of mental health and wellbeing in Queensland to ensure that everyone is supported and included.

Commitment to Reconciliation

Medicare Mental Health Centes 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.

About Wellways

Wellways supports people's social, emotional, and physical wellbeing through community-based services.

With over 45 years' working with people, their family, friends, and carers, Wellways is a not-for-profit provider that delivers services through partnership across five Australian states and territories.

Founded by a community of family carers as an advocacy group, Wellways puts lived experience at the centre to provide free, safe, and inclusive mental health and disability services to people in their chosen communities.

About Clarity Health

Clarity Health Care aims to provide an alternative to the hospital setting for individuals experiencing severe mental illness.

Clarity Health Care's workforce design emphasises collaboration and continuity of care, guided by the recovery model and bio-psycho-social model. The organisation has experience in managing complex cases and offers nationally delivered services through telehealth and clinics in Victoria and Tasmania.

Key Areas of Accountability

Area	Description
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 help 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 • Collaborate with clinical team members to create safety assessments, develop action and safety plans to support the mitigation of potential risks, providing follow up support and escalating concerns to Team Leader • Maintain strict participant confidentiality while reinforcing 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 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

Continuous Improvement and Quality	• 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 the MMHC, 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 participant 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

Area	Description
Desireable qualification or experience	• Certificate IV/Diploma in Mental Health, AOD or Tertiary Qualification in Social Science, or • 1+ year relevant work experience in the Mental Health Sector or Intentional Peer Support Training
Knowledge and Skills	• Personal experience of a mental health and or addiction challenges in recovery or have cared for someone who has • Be comfortable to share personal experiences with program participants within a safe and supported way • 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	• 100 points of identification • Evidence of right to work in Australia • Drivers Licence • National Police Check • International Police (if required) • Working with Children Check - Blue Card • NDIS Workers Screening Check • NDIS Workers Orientation Modules – free online course
Other	Desirable • Prior experience working within the Mental Health or AOD sectors, or a community-based organisation • Data entry and record keeping experience • 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

Required Values and 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 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.

Commitment to reconciliation	• Demonstrates commitment to reconciliation • Work towards create culturally aware and safe services for First Nations Community Members
Quality and Safety	• Ensure any risks are identified and reported promptly and that prevention strategies are implemented to ensure the safety of all consumers. • Ensure and take all reasonable care for your personal safety and the safety of, consumers 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 policies and procedures and in accordance with relevant privacy and health records legislation. • Actively involve consumers and/or carers in quality and safety improvement activities. • Maintain up-to-date immunisation status related to • Ensure that the principles of general and consumer manual handling are adhered to.
People and Culture	• Act in accordance with the 'Code of Conduct' and 'Workplace Behaviour' Policies. • Actively participate in relevant professional development.
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.

wellways

Clarity HEALTH CARE

CCQ COUNTRY TO COAST, QLD
Healthy, connected communities

phn CENTRAL QUEENSLAND, WIDE BAY, SUNSHINE COAST
An Australian Government Initiative