Position Description

Position Title:	Senior Wellbeing Navigator Peer
Award:	Social, Community, Home Care and Disability Services Industry Award 2010 (SCHADS)
Classification:	Level 5, Schedule B – Social and Community Services Employee
Reports to (Operational):	Team Leader – Port Phillip
Primary Site:	Port Phillip area
Last updated:	October 2026

About the Service

The Mental Health and Wellbeing Local Service is an integrated wellbeing and support service delivered through partnership in Port Phillip. Operating five days a week, Monday to Friday, we will provide clinical support, care and wellbeing services to people aged 26+ experiencing mental health challenges, including co-occurring substance use or addiction. The service is community-led and co-designed by participants, supporters and the local community. Partners include Wellways and the Alfred Care Group, Bayside Health.

Within the Mental Health and Wellbeing Locals model, the Port Phillip Spoke will be linked to the Frankston Hub. It will operate as a community-based service designed to improve local access to integrated mental health care. The Frankston Hub will provide overarching support functions such as governance, workforce development and shared systems, while the Port Phillip Spoke will independently manage its day-to-day service delivery to meet the needs of its local community.

The Spoke will deliver a full suite of services — including access and intake, clinical treatment and therapies, wellbeing supports, peer support, and care planning and coordination — through a multidisciplinary team, using flexible delivery methods such as on-site appointments, outreach and telehealth. The Hub and Spoke model ensures care is locally responsive while maintaining strong integration with the broader mental health system and seamless pathways between services, with Spoke services introduced in 2025 following the initial implementation of Hub services to expand access across communities.

Commitment to Reconciliation

The Mental Health and Wellbeing Local Service and our partners recognise 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.

Role Purpose

This role forms part of a multidisciplinary team comprising Wellbeing Peer Navigators, clinical staff, service support staff and a Team Leader, working in an environment where lived experience is not only valued but actively leads and shapes service delivery. The role plays a central part in Victoria's ongoing mental health reform, contributing to a growing service system that prioritises community choice, connection and person-centred care.

This is a designated consumer lived experience role. Drawing on their own lived experience of mental distress, service use, personal growth and learning, alongside skills developed through education, training and peer practice, the Senior Wellbeing Navigator Peer, employed by Wellways, provides intentional peer support to participants, as well as peer practice leadership, coaching, mentoring and peer supervision to Wellbeing Navigator Peers. Grounded in Intentional Peer Support (IPS) principles, the role builds authentic, mutual relationships with participants, walking alongside them as equals and supporting their choice, self-determination and possibilities for recovery and wellbeing. This role will carry a small caseload of participants, providing intentional peer support and service navigation.

The role works collaboratively with multidisciplinary teams to promote lived experience perspectives, inclusion, belonging and recovery-oriented practice. It also collaborates with lived and living experience (LLE) leaders and teams across Wellways, including the central LLE team, and partner organisations to support the integration of peer values and principles into service delivery, workforce development and continuous improvement. This role is predominantly on-site, requiring regular physical presence at the Local and other relevant service locations to support peer practice, service delivery and stakeholder engagement.

Required Values & Behaviours

Authenticity and Integrity: Bring whole selves to work, recognising community and wellbeing belongs to all.

Compassion: Commit to a compassionate approach and understanding, leading with curiosity.

Respectful Collaboration: Respect different experiences and organisational views, recognising we all have something to learn.

Quality and Safety:

- Identify and report risks promptly with prevention strategies.
- Take reasonable care for personal and consumer safety.
- Participate in workplace health and safety initiatives.
- Comply with all policies and procedures.
- Maintain confidentiality in line with privacy legislation.
- Involve consumers and carers in quality improvement activities.

Excellence and Appreciation: Evidence-based work with continuous quality improvement for excellent outcomes.

Commitment to Reconciliation: Work towards culturally aware and safe services for First Nations community members.

Key Areas of Accountability

Area	Deliverable
General	• Providing peer practice leadership, coaching, mentoring and peer/consumer perspective supervision to Wellbeing Navigator Peers and Peer Cadets (where applicable), consistent with Intentional Peer Support (IPS) principles. • Support Team Lead with staff allocation and rostering to support effective service delivery. • Provide intentional peer support, service navigation and care planning to participants as required. • Support participants to identify, access and remain engaged with appropriate health, social and community supports. • Model and support the integration of Intentional Peer Support (IPS) principles, lived experience values and peer practice approaches across the multidisciplinary team. • Facilitate referrals that promote a “no wrong door” approach. • Facilitate and participate in joint planning, case conferencing and Network Meetings to support coordinated care. • Facilitate peer-led groups and co-facilitate other service-led groups and programs as required. • Lead and support co-production activities in accordance with the Local’s co-production framework. • Develop community partnerships and support engagement with diverse participants, families, carers and community groups. • Represent and promote the Local across relevant community and service settings. Contribute to the recruitment, induction and orientation of peer workers, as required, in collaboration with the Team Leader. • Undertake other duties that reasonably fall within the scope and classification of the position.
Safety and continuous quality improvement	• Provide peer support in response to participant distress, wellbeing concerns or personal safety-related issues, and support Wellbeing Navigator Peers in responding to these situations. • Contribute to appropriate safety and action planning, following organisational procedures for consultation, escalation and involvement of other employees when required, while

Area	Deliverable
	maintaining transparency and supporting dignity of risk, choice and self-determination. • Promptly identify and communicate risks and support implementation of appropriate risk mitigation strategies. • Ensure participant safety and quality of care remain a priority. • Actively involve participants and/or carers in quality and safety improvement activities. • Develop and evaluate capacity-building programs and group activities that are evidence-based, informed by lived experience and responsive to community need. • Respond appropriately to participant concerns and escalate complaints in accordance with organisational procedures. • Contribute to continuous service improvement, innovation and evaluation. • Actively participate in workplace health and safety initiatives and take reasonable care for the safety of self, participants and colleagues. • Ensure general and participant manual-handling principles are followed.
Effective and efficient information and knowledge management	• Maintain accurate, timely and complete participant documentation within the Local's client management system. • Ensure relevant participant information is shared with service delivery teams in a timely manner, in accordance with privacy, consent and information-sharing requirements. • Maintain documentation and statistical data required for reporting and statutory purposes. • Gather relevant data to support reporting, tenders and funding submissions. • Support monitoring of funding obligations, key performance indicators and service targets. • Support participants to develop and review their care and wellbeing plans, ensuring relevant documentation is maintained and updated as required. • Share learning, information and knowledge across the multidisciplinary team. • Maintain participant confidentiality in accordance with applicable privacy and health records requirements.

Key Requirements

Area	Description
Qualification / Role Experience	Required • Personal lived experience of mental illness or psychological distress and recovery. This role is designated for a person with personal lived experience pursuant to section 28 of the Equal Opportunity Act 2010 (Vic). • Minimum Certificate IV in Mental Health Peer Work, Mental Health, Community Services or another relevant discipline, or equivalent lived experience workforce knowledge, skills and practical experience. • Demonstrated experience providing peer practice leadership, coaching, mentoring or practice support within a lived experience workforce. • Demonstrated experience working in a designated lived experience or peer support role, with a sound understanding of peer work values, principles and practices. • Ability to safely and purposefully draw upon and share lived experience within the peer support context. • Demonstrated experience establishing empowering and supportive partnerships with participants, families and carers. • Experience providing peer practice support, mentoring, co-reflection or peer/consumer perspective supervision, or demonstrated capacity to develop these skills. • Completion of Intentional Peer Support (IPS) Core Training.
Required skills	• Demonstrated understanding and application of peer work values and principles, including Intentional Peer Support (IPS), mutuality, self-determination, dignity of risk and recovery-oriented practice. Ability to lead, coach and support a peer workforce. • Strong communication, interpersonal and relationship-building skills. • Ability to communicate sensitive information constructively and diplomatically. • Ability to plan, prioritise and work independently to achieve required outcomes. • Ability to collaborate effectively across multidisciplinary teams and partner organisations. • Ability to build positive relationships with participants, carers, families and community members.

Area	Description
	• Demonstrated commitment to social inclusion, diversity, reconciliation and culturally safe practice. • Ability to support effective information sharing, teamwork and collaborative decision-making.
Information Technology	• Demonstrated ability or willingness to learn and effectively use Microsoft Office, client/CRM systems and other applications required for the role. • Demonstrated ability to undertake accurate electronic data entry, documentation and record keeping.
Compliance	• Maintain a current National Police Check. • Maintain a current Working with Children Check (Employment). • Provide evidence of right to work in Australia and required identification. • Maintain required NDIS Worker Screening Check and NDIS Worker Orientation Module certification. • Comply with Local policies, procedures, relevant legislation, accreditation standards and service-level agreements. • Maintain working knowledge of relevant legislation and standards applicable to the position. • Comply with the Code of Conduct and Workplace Behaviour policies. • Complete all mandatory training within required timeframes. • Maintain required immunisation status relevant to the worker category. • Maintain confidentiality and comply with applicable privacy and health records legislation.
Other Desirable	• Prior experience working within the mental health or AOD sectors, or a community-based organisation. • Previous data entry and record-keeping experience. • Strong commitment to delivering a high standard of participant/customer service. • Commitment to actively participating in ongoing professional development. **Welcomed:** We are committed to employing people with diverse backgrounds and experiences and encourage applications from: • People with personal lived experience of mental health challenges, or who have cared for someone who has. • People who identify as Aboriginal and/or Torres Strait Islander.

Area	Description
	• People who identify as gender diverse, are living with a disability, or are culturally and linguistically diverse.