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Position description

Role Title:	Intentional Peer Support Project Coordinator
Classification:	SCHADS Schedule B Level 5
Program Area:	Lived Experience
Location:	
Reports to:	Lived Experience Workforce Strategic Advisor
Last Revised:	October 2026

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 interaction
We show care 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 a fair go
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

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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 assist 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

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Position Summary

The Intentional Peer Support (IPS) role is a designated lived experience specialist position responsible for IPS training, trainer capability development and coordinating implementation activities across Wellways.

Drawing on lived experience expertise and advanced knowledge of IPS philosophy, practice principles and fidelity, the role delivers IPS training, develops and mentors IPS trainers, and supports the integration of IPS into organisational practice.

Working collaboratively across services, portfolios and corporate functions, the role provides specialist IPS advice, practical implementation support and capability-building activities that promote consistency, quality and fidelity in IPS practice.

Reporting to the Lived Experience Workforce Strategic Advisor, the position coordinates and delivers agreed IPS implementation activities, manages issues and risks within its scope of responsibility, escalates significant matters as appropriate, and identifies and implements opportunities for continuous improvement.

Responsibilities

Key Functions	Key Performance Indicators
IPS Implementation and Project Coordination	• Coordinate and ensure delivery of IPS implementation activities across Wellways in accordance with approved project plans and organisational priorities. • Provide specialist advice and guidance regarding IPS implementation and integration. • Monitor implementation progress, manage operational issues and risks within the role's scope of responsibility, and escalate significant matters to the Lived Experience Workforce Strategic Advisor. • Analyse implementation data, learning feedback and workforce capability information to inform continuous improvement activities. • Develop and maintain IPS implementation resources, learning tools and practice supports. • Build and maintain productive relationships and collaborate with internal and external stakeholders, including IPS Central, to support consistent and sustainable implementation processes. • Prepare implementation updates, assess progress against agreed plans, and provide recommendations to support project oversight and continuous improvement. • Support services and Peer Practice Leads to integrate IPS principles and practices within service delivery, team functions and learning structures. • Respond to IPS related enquiries and support effective communication across implementation initiatives.
Leadership and manager readiness	• Support leaders and managers to understand IPS philosophy, principles and implications for leadership and service delivery • Facilitate learning forums, workshops and reflective conversations that strengthen organizational readiness for IPS implementation • Provide specialist consultation regarding organizational conditions that support IPS-informed practice • Support Peer Practice Leads, operational leaders and managers to identify opportunities, challenges and practice adjustments required for IPS integration. • Build productive relationships and work collaboratively with Peer Practice Leads, leaders and managers to address implementation barriers, and strengthen organizational learning • Contribute IPS expertise to change initiatives, workforce development activities and practice improvement projects.

IPS Trainer Capability Development	• Deliver high-quality IPS training consistent with the accredited IPS curriculum and fidelity expectations • Coach, mentor and support IPS trainers • Coordinate and facilitate Communities of Practice for IPS trainers that foster reflection, shared learning and capability development. • Develop and implement capability-building strategies to strengthen facilitator confidence, competency and consistency. • Coordinate the growth of the organisational pool of IPS Trainers
IPS quality and fidelity	• Promote organisational understanding and application of IPS fidelity and support quality assurance and fidelity monitoring activities • Identify and manage risks to IPS integrity within the role's scope of responsibility and escalate significant risks and recommendations to the Lived Experience Workforce Strategic Advisor. Maintain awareness of contemporary IPS development and emerging evidence to inform organizational practice.
Lived Experience Leadership	• Model lived experience leadership, ethical use of self, professional boundaries, mutuality and values-aligned practice • Draw on lived and living experience knowledge to strengthen organizational learning and implementation activities. • Promote human rights, social justice, and relational approaches within all aspects of IPS training delivery and practice and organisational preparation. • Contribute to a culture that values lived experience knowledge and peer practice. • Demonstrate commitment to cultural safety, diversity and intersectionality in all aspects of the role.

Essential Requirements, Knowledge, Experience and Skills

Qualifications & Essential Requirements	• Disclosed Lived-Living Experience of mental distress, recovery and healing. • Certificate IV in Mental Health Peer Work or equivalent qualification • Accredited Intentional Peer Support trainer • Demonstrated experience of delivering IPS Core training • Five years' experience in a designated Lived Experience role • Two (2) years' experience delivering IPS training and facilitation • National Police Records Check • International Police Check (if applicable) • Current Working with Children Check • Current NDIS Screening Check and completion of NDIS Quality and Safeguards Module • Current Driver License and the ability to undertake some travel. • 100 points of ID • Right to work in Australia
Knowledge and skills	**Intentional Peer support Expertise** • Advanced expertise in IPS philosophy, core tasks, principles and fidelity requirements • Demonstrated ability to translate IPS concepts into accessible learning experiences and implementation strategies. • Ability to maintain fidelity, quality and consistency within IPS training and implementation activities. • **Adult learning and facilitation**

	• Advanced skills in facilitation of adult learning across diverse settings and learner groups • Strong understanding of experiential, dialogical, reflective and strengths-based learning approaches. Ability to scaffold learning, support complexity and adapt delivery to diverse organizational contexts • Demonstrated capability in reflective facilitation and relational learning practices • Experience evaluating learning outcomes and incorporating feedback to improve learning approaches • **Coaching and Capability Development** • Demonstrated ability to coach, mentor and support facilitators, trainers and peer workers. • Experience facilitating reflective or group learning processes • Experience supporting Communities of Practice or peer learning structures. • **Project and Implementation Capability** • Demonstrated experience coordinating projects, implementation or change initiatives across multiple teams or services • Ability to manage competing priorities, deadlines and stakeholder expectations . Demonstrated ability to identify and manage implementation risks, resolve operational issues and recommend improvements. Ability to analyse information and develop practical evidence informed recommendations . . **Communication and relationship management** • Highly developed verbal, written and presentation skills • ability to communicate effectively with diverse audiences • Strong relationship building and stakeholder engagement skills Ability to work collaboratively and positively across professional groups **Digital and organizational systems** • Proficient in Microsoft office suite of products and digital collaboration platforms • Ability to maintain project documentation, records and reporting requirements • Understanding of organizational learning, workforce development and change processes • Ability to utilize organizational systems to support implementation, evaluation and continuous improvement .
Lived-Living Experience knowledge and commitment	• Deep understanding of the lived experience and peer movements and their contribution to mental health and wellbeing systems • Demonstrated commitment to human rights and social justice, wellbeing, recovery/healing, trauma informed and relational approaches. Ability to publicly and purposefully draw upon own lived experience knowledge in professional settings. • Commitment to diversity, intersectionality and cultural safety.

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 Direct Reports:	
Travel Percentage:	As required
On Call:	As required
Special Requirements:	n/a