

POSITION TITLE	Mental Health Recovery Worker, The Wayback Support Service		
POSITION OVERVIEW	<p>The Mental Health Recovery Worker provides person-centred, recovery-focused support across all WCS mental health programs, ensuring cohesive, high-quality services for participants. This role involves working flexibly across the following programs:</p> <ul style="list-style-type: none"> • The Way Back Support Service (TWBSS): Providing up to 12 weeks of post-crisis support following a suicide attempt(Main Program). • Transition to Recovery (TRec): Delivering tailored, flexible, recovery-oriented assistance to participants transitioning from acute care or preventing hospital admissions. This program operates 7 days a week from 9:00 am to 9:00 pm. • Step Up Step Down (SUSD): Delivering intensive community-based outreach to support recovery and prevent or manage hospitalisation. • Commonwealth Psychosocial Support Program (CPSP): Delivering outreach and group-based support to enhance personal capacity, social participation, and community connections. 		
CLASSIFICATION	SCS 4	SERVICE AREA	Mental Health & Tenancy Support
EMPLOYMENT STATUS	<input checked="" type="checkbox"/> Full time <input checked="" type="checkbox"/> Part time <input type="checkbox"/> Casual		HOURS PER WEEK Up to 38 hours
LOCATION	2-6 Shea Street Phillip ACT		
IMMEDIATE MANAGER	Transition to Recovery Program & Innovation Lead (or, in their absence, Team Leader – Mental Health Line)		
INDUSTRIAL AGREEMENT	Woden Community Service Limited Enterprise Agreement 2024		
REPORTING RELATIONSHIPS			
NO OF DIRECT REPORTS	Nil	NO OF INDIRECT REPORTS	Nil
KEY RELATIONSHIPS			
INTERNAL	Mental Health Leadership Team, Clinical Lead, WCS staff, Community Access teams, Social Enterprise teams and Child, Youth and Family teams.		
EXTERNAL	Canberra Health Services, ACT Health and Capital Health Network, Mental health clinical teams, Community service organisations and Drug and Alcohol Service		

KEY ACCOUNTABILITIES

- Assist people experiencing mental illness to have a valued role in their community and enhance their quality of life.
- Provide opportunities, support and services to develop or redevelop skills, build confidence and reconnect with the community.
- Build supportive, long-term respectful relationships with people experiencing mental illness, their families and carers.
- Ensure that services accessed by people experiencing mental illness are coordinated, integrated and complementary to other services in the community.
- Provide direct and personalised outreach support including referrals, follow-ups and monitoring progress.
- Facilitate access to peer support, mentoring, and group-based psychoeducation activities.
- Maintain a professional and welcoming environment through consistent high-quality person-centred practice.
- Regularly communicate and document service user feedback to relevant team members and contribute to service improvements.
- Contribute where required to service user engagement activities and promote these to participants.
- Administration tasks, including case notes and system updates, must be completed on the day of the appointment and no later than 24 hours after client contact.
- Risk assessments must be completed within two weeks of the initial appointment. This must be clearly documented.
- Support and collaborate with colleagues to meet organisational goals and deadlines.
- Represent WCS professionally at relevant stakeholder meetings and community events.
- Comply with WHS guidelines and follow WCS policies and procedures at all times.
- Uphold WCS Values of Hope, Community, Responsiveness and Integrity in all areas of your work.
- Contribute to a positive workplace culture, including attending all-staff meetings and morning teas held quarterly.

EXPERIENCE & QUALIFICATIONS

Essential

- Tertiary qualifications in Psychology, Community Development, Counselling or Social Work preferred. The minimum qualification for the role is Certificate IV in Mental Health or equivalent.
- Minimum 1 years' experience in the mental health sector.
- Demonstrated skills in outreach, referrals, risk assessment, safety planning, and reporting.
- Strong knowledge of recovery-focused, trauma-informed and person-centred practices.
- Ability to build supportive relationships with individuals, carers and families.
- Effective verbal and written communication skills.
- Demonstrated understanding of boundaries, confidentiality and ethical conduct.
- Ability to work both independently and collaboratively.

Desirable

- Demonstrate ability to take responsibilities when other staff members are on leave or other duties.

	<ul style="list-style-type: none"> A current Senior First Aid Certificate and driver's license. 				
Other	<ul style="list-style-type: none"> Demonstrate at all times commitment to WCS' Purpose and Values, and follow the WCS Code of Conduct. Ongoing employment is subject to a satisfactory Police check and maintaining a current ACT Working with Vulnerable People registration. Ability to work outside normal business hours if required, including public holidays. Working rights in Australia. 				
Document History	Original: July 2025		Revised: n/a		Version: V1
Employee's name		Signature		DATE	