

Position Description

Mental Health and Wellbeing Local – Frankston

Position Title:	Wellbeing Navigator – Psychosocial
EBA / Award:	Social, Community, Home Care and Disability Services Industry Award, Mentis Assist Enterprise Agreement 2018
Classification:	Level 4
Reports to Operational:	Senior Wellbeing Navigator- Psychosocial
Reports to Discipline:	Senior Wellbeing Navigator –Psychosocial
Primary Site:	Frankston
Last updated:	Aug 2026

Be part of a major boost to mental health and wellbeing in Victoria!

Mental Health and Wellbeing Local – Frankston

The Mental Health and Wellbeing Locals are a big and important step towards ensuring all Victorians – no matter their experience – get valuable and supportive mental health care in their community. In Frankston, Wellways, Mentis Assist and Peninsula Health are working together to provide innovative, mental health and wellbeing supports to ensure everyone can access treatment and care closer to home.

The new Frankston Mental Health and Wellbeing Local provides welcoming and inclusive support for people aged 26 years and over who are experiencing mental health challenges, including people with co-occurring alcohol and drug addiction treatment and care needs.

More than ever before, we are working with the local community and people who have a personal experience of mental health issues and recovery to build these services so they are the best they can be. Our services are co-produced by consumers, carers, and the local community.



Kindness and compassion

We will commit to a compassionate approach and understanding and foster a culture that strives to understand people within people exist in and have complex intersectional circumstances that can lead to psychological distress.

Respectful collaboration

We are respectful and recognise the power in our different experiences and organisations world views. We will commit to find common lexicon and definitions to reduce confusion.

Equality and equity

We will strive for equality and equity, in our approach to partnership and to the community we serve and aim to break down the barriers caused by 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.

Excellence and accountability

Our work will be evidence-based and we commit to continuous quality improvement processes to ensure the people using our service have excellent outcomes.

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Commitment to Reconciliation

The Frankston Mental Health and Wellbeing Local knows that Aboriginal and Torres Strait Islander people have not always been well-served by mental health and disability organisations, and that 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.

Working together - how we will deliver services.

The Frankston Mental Health and Wellbeing Local is community led and integrated through partnership that shares power creating a responsive flexible and helpful service.

The Frankston Mental Health and Wellbeing Local operates six days a week, with extended operating hours to support a flexible and responsive service. The Local Service model provides an integrated treatment, care and wellbeing support response for consumers experiencing a mental health challenge and co-occurring substance use or addiction and their family members or carers. This approach will improve capacity of individuals to engage in our community and respond to any future psychological distress.



Community

The locals will be community-led, coproduction will be the means in which we ensure a diverse range of perspectives are included in design, delivery and governance of the local ensuring it reflects, responds and is accountable to the local community it supports.

Connected

An integrated service system connected through governance (partnership, operational and clinical) systems and workforce ensures people can access the right support at the right time.

Creating capacity for citizenship

Our model of care and governance structure, has been designed to create capacity; in community, our workforce, individuals and their natural supports to recognise and respond to psychological distress and to address the barriers that impact people from participating in community and leading meaningful lives.

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Team

The Support and Connect Team comprises Psychosocial Wellbeing Navigators who report to the Senior Psychosocial Wellbeing Navigator and Peer Wellbeing Navigators who report to the Senior Peer Wellbeing Navigator. The team members work together to provide a responsive, flexible, and helpful service experience to consumers of services at the Frankston Mental Health and Wellbeing Local.

Role Purpose

Psychosocial Wellbeing Navigators assist consumers to discover the best possible support and care at the right time. They provide consumers with the necessary information about the supports that can address their identified needs. The Wellbeing Navigators work to empower service users with connections and wellbeing choices that enhance their capacity to form and maintain meaningful relationships, increase social and economic participation, and lead their own recovery. The provision of targeted support to high-risk consumers may be required.

How you will make a difference

Now is your chance to shape the future of mental health and wellbeing in Victoria to ensure that everyone is supported and included. You will be part of a larger team collaboratively providing a “new front door” to service access to all adults seeking mental health and wellbeing support within the Frankston Local Government Area. You will ensure that the right supports are delivered at the right time for everyone. Your work will be underpinned by the understanding that people experiencing mental health and wellbeing challenges are recognised as experts in their own care and support.

Key areas of accountability

Area	Deliverable
General Role Competency	• Ensure familiarity with the expected standards of performance in the role and actively contribute to own personal development. • 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. • Complete all mandatory training by the due date. • Undertake any additional tasks as requested that reasonably fall within the scope of the position and classification. • Ensure that consumers are at the centre of service delivery, using the expertise of the consumer in the design of their support and recovery plans. • Maintain professional boundaries, use person centred, strengths-based principles. Engage consumer in trusting and professional relationships.

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Provision of appropriate support and advice	• Receive and action incoming referrals to the Frankston Local by completing intake assessments, identifying consumer needs and prioritising for urgency. • Support consumers, families, carers, and supporters to engage/remain engaged in services, including coordinating services both within the Frankston Local as well as facilitating referrals to external providers when required. • Use the Recovery Star or other agreed instrument to support consumers to identify goals and develop a roadmap for recovery. • Provide advocacy to enable consumers to access appropriate supports when needed, including government services. • Opportunity to co-facilitate programs within the Frankston Local as needed. • Promote positive mental health and wellbeing through the provision of emotional and social support which may include brief interventions tailored to the individual.
Maintains accurate records	• Use the nominated client management system to create individual files, case notes etc. in accordance with policies and procedures
Participates fully as a team member	• Work collaboratively with immediate team members and other Frankston Local practitioners to ensure the continuity of support and consistency in service provision. • Assist with the evaluation of the service to ensure the best practice.
Reporting	• Participate in regular supervision with the Senior Wellbeing Navigator • Report regularly to the Senior Wellbeing Navigator regarding outcomes and any issues.

Key Requirements

Area	Description
Qualification	• Minimum Certificate IV in Mental Health. Higher qualifications (i.e. Diploma or Degree) in human services, social welfare, social work, or psychology will be highly regarded.
Required experience	• Minimum 1 year in a similar role.
Information technology	• Prior experience or willingness to learn and work with Microsoft office and other applications as required.
Compliance	• National Police Check • Current Working with Children Check-employment. • Evidence of right to work in Australia. • Current Victorian Drivers Licence • 100 points of identification

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Other	Desirable • Personal lived experience of mental health challenges or have cared for someone who has. • Aboriginal, Torres Strait Islander and Culturally and Linguistically Diverse people are encouraged to apply.
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Required Values & Behaviours

Description - Can demonstrate the following abilities:	
Customer Focus	• Ensure an excellent standard of service is offered by partnering with consumers and/or carers and the community at all levels of health care provision, planning and evaluation. • Demonstrate a commitment to the consumer 'Charter of Healthcare Rights.' • Maintain a professional and friendly approach in all interpersonal communication with consumers and colleagues. • Recognise and respond to the needs and requirements of each individual consumer and/or carer.
Collaboration	• Build and maintain positive relationships with consumers, carers, and community members. • Build relationships across the partner organisations involved in the service to support team cohesion. • Build cooperation and overcome barriers to information sharing and communication across the team. • Share lessons learned across the team. • Create opportunities for others to be heard, listen attentively, and encourage them to express their views. • Seek contributions and ideas from people with diverse backgrounds and experience
Commitment to reconciliation	• Demonstrate commitment to reconciliation. • Work towards create culturally aware and safe services for First Nations Community Members

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Quality and safety	• Ensure consumer safety and quality of care is the highest priority. • 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. • Ensure any hazards or incidents identified are reported promptly. • 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 Frankston Mental Health Local 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 own health care worker category. • Ensure that the principles of general and consumer manual handling are adhered to.
People & Culture	• Create and develop a positive working relationship with team and colleagues. • Act in accordance with the 'Code of Conduct' and 'Workplace Behaviour' Policies. • Actively participate in relevant professional development.

Performance Appraisal/Review

1. Where a new employee is appointed to this position, a review of the appointment will occur prior to the end of the six-month probationary period.
2. A Performance Development Review will be conducted on an annual basis.

Position Description Authorisation

Authorised By (Relevant Director)	
Name:	
Signature:	Date:

I have read and confirm I understand the information above.

Position Incumbent Name:	
Signature:	Date: