

Position Description

Position Title:	Wellbeing Guide
Classification:	Stream D - Direct Service Delivery, Band 2

Purpose of the Role

The Wellbeing Guide plays a key role in supporting individuals to access non-clinical services and community-based activities that contribute to their overall health and wellbeing. Acting as a link between participants, health professionals, and community organisations, the Wellbeing Guide helps identify appropriate social, recreational, educational, and support opportunities that align with an individual's needs, interests, and goals.

The Wellbeing Guide provides personalised support to help participants engage with community groups, activities, and services, reducing barriers to participation and increasing confidence in accessing local supports. Through ongoing encouragement, coordination, and practical assistance, the Wellbeing Guide empowers individuals to build social connections, improve wellbeing, and strengthen their engagement with their community.

Key Relationships

The Wellbeing Guide works collaboratively with participants, carers and family members, General Practitioners (GPs), pharmacists, physiotherapists, occupational therapists, exercise physiologists, counsellors, and community support workers to promote coordinated, person-centred care. Through effective communication and relationship-building, the Wellbeing Guide facilitates connections between health, social, and community services to support participants in achieving their wellbeing goals.

The Wellbeing Guide reports to the Team Lead/Portfolio Manager and works closely with Marathon Health employees, managers, peer Care Finders, and support staff across partner organisations. Developing and maintaining strong collaborative relationships with Marathon Health's Care Finder team and external Care Finder providers is essential to ensuring seamless service coordination, effective referral pathways, and positive outcomes for participants.

Position Responsibilities

Responsibilities for this position include, but are not limited to:

- Engage in program promotion and community outreach activities to support referral generation.
- Engagement and rapport building with potential clients and intermediaries
- Conduct outreach throughout the service area, ensuring that face to face supports are available.
- Support people to connect with relevant care services, as well as GP's, community groups, NGO's, Carer Gateway and LiveUp for example.
- Support people to find local social groups and activities that meet their needs in the community:
 - find and make an informed choice about providers/services
 - complete forms
 - meet clients face to face to facilitate initial visits to community groups where required
 - connect with other relevant supports in the community
- Undertake goal orientated brief intervention that is focused on enabling community connection, not ongoing case management.

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- Provided support that is time limited and focused on capacity building of the client.
- Provide follow up support if needs change or services have lapsed
- Document and report as per Marathon Health policy and guidelines.
- Other duties as directed

Other Duties

- Demonstrate and uphold our values at all times.
- Comply with the Work Health and Safety policies and procedures at all times.
- Undertake continuing professional development as required to ensure job skills remain current.
- Attend/participate in out-of-hours meetings and functions as required.
- Participate in staff activities and processes.
- Identify and participate in continuous quality improvement opportunities.
- Actively participate in annual performance planning and review activities.
- Maintain a working knowledge of all equipment used in the office.
- Other duties as directed from time to time.

Our Values

Staff are expected to demonstrate our **ICARE** values:

Integrity & Trust

Collaboration & Innovation

Achievement & Excellence

Respect & Empowerment

Empathy & Understanding

Special Job Requirements

1. National Police Check with a satisfactory outcome and Working With Children Check clearance for paid work
2. NDIS Worker Screening check, qualifications and professional registration as applicable to this role
3. Eligibility to work in Australia
4. Valid Australian Drivers Licence
5. Social Work qualification, and eligibility to be registered with AASW. Registration is not required.

Note:

This position description is not a duty statement; it is only intended to provide an outline of the key responsibilities of the position. Employees are expected to carry out any duties, within the scope of their ability, that are necessary to fulfil the position objectives.

It is expected that this position description will change over time due to the nature of Marathon Health activities. A flexible attitude to change is expected of staff. Any proposed changes will be discussed with you.

I, the undersigned, agree to be employed under the terms and conditions as detailed in this position description.

Signed _____

Date _____

Print Name _____

Selection Criteria

Essential

- Qualifications in Social Work and eligibility for, or membership with, the Australian Association of Social Workers (AASW).
- Sound understanding of local and regional community services, supports, and resources, with the ability to connect people to appropriate opportunities that meet their individual needs and goals.
- Commitment to delivering person-centred, strengths-based support that recognises and respects each individual's preferences, values, identity, lived experience, and aspirations.
- Highly developed communication and interpersonal skills, with the ability to build rapport and engage effectively with individuals, families, carers, community groups, and a broad range of stakeholders.
- Demonstrated ability to work respectfully and effectively with people from diverse cultural, linguistic, social, and economic backgrounds, including First Nations peoples.
- Strong understanding of, and commitment to, culturally safe and trauma-informed practice.
- Well-developed problem-solving, advocacy, and solution-focused skills, with the ability to identify and address barriers to community participation and wellbeing.
- Commitment to providing services across rural and remote communities, including a willingness to undertake work-related travel and overnight stays when required.
- Strong organisational and administrative skills, including experience using client management systems, databases, and digital platforms to accurately record, manage, and report information.
- Ability to develop and maintain effective partnerships with healthcare providers, community organisations, and other stakeholders to support coordinated care and positive participant outcomes.