

Position Description

Role	Psychosocial Team Leader
EBA / Award	Social, Community, Home Care and Disability Services Industry Award
Classification	Schedule B Level 5
Direct Operational Report	Operations Manager
Primary Site	Toowoomba, Queensland
Last updated	October 2025

Be part of a major boost to Mental Health and Wellbeing in Queensland!

The Toowoomba Integrated Mental Health Hub is an innovative new way of providing integrated stepped care in Queensland's mental health and wellbeing system. Wellways, alongside five consortia partners, Each, Lumsden Psychology, Queensland Program of Assistance to Survivors of Torture and Trauma (QPASTT) and Goondir, will offer an easy way for people to access seamless care and support for mental health concerns. Services are free, voluntary and easy to access. The Hub will operate on the principles of 'no wrong door', community inclusion and consumer choice and control.

The Role

In this role, you will foster strong collaboration within the consortium, building partnerships across health, community and social service providers to create seamless service pathways. You will also oversee program operations, drive continuous improvement and maintain compliance with contractual, clinical governance and quality standards.

Role Purpose

As the **Psychosocial Team Leader**, you will play a pivotal role in shaping service delivery by leading a team of skilled Wellbeing workers and peer practitioners. You will provide day-to-day leadership, guidance and mentoring to ensure high-quality, recovery-oriented and culturally responsive services are delivered across the Hub.

Making a Difference

This role will shape and influence the way mental health and wellbeing services are delivered in Queensland, particularly Toowoomba.

In this role you will provide day-to-day leadership, mentoring and coaching, ensuring staff are well supported to deliver consistent, high-quality services.

TOOWOOMBA INTEGRATED MENTAL HEALTH HUB

Now is your chance to join a new service and shape the future of mental health and wellbeing in Queensland to ensure that everyone is supported and included.

Commitment to Reconciliation

We acknowledge that Aboriginal and Torres Strait Islander peoples have not always been well served by mental health and disability services. Their social and emotional wellbeing has been impacted by generations of trauma, injustice and systemic disadvantage. As partners, we recognise our responsibility in addressing these issues of inequality and stigma. We are committed to creating culturally safe, inclusive and responsive services for First Nations community members, their families and carers.

About Wellways

Wellways supports people's social, emotional and physical wellbeing through community-based services.

With over 45 years' working with people, their family, friends and carers, Wellways is a not-for-profit provider that delivers services through partnership across five Australian states and territories.

Founded by a community of family carers as an advocacy group, Wellways puts lived experience at the centre to provide free, safe and inclusive mental health and disability services to people in their chosen communities.

Integrated Mental Health Consortia

The consortium, led by Wellways, includes four partners: Each, Lumsden Psychology, QPASTT and Goondir. This diverse coalition enhances service delivery through comprehensive, community-focused care. The partnership brings expertise from deep local regional connection, strong clinical background, lived experience expertise, First Nations and multicultural cultural awareness and will deliver comprehensive, integrated and person-centred care across the Toowoomba Region. The partnership will address service gaps for the 'missing middle' by enhancing accessibility and integrating primary mental health care, psychosocial support and early intervention, as well as connection to external services to address social determinants of wellbeing.



Key Areas of Accountability

Area	Description
General	<ul style="list-style-type: none"> • Support a team of Wellbeing, Peer workers and Coaches to engage participants and their natural supports in the program where appropriate and develop professional and trusting working relationships • Lead and work with the team to build expertise and strong practice principles by actively participating in team meetings, supervision, Community of Practice • Utilise culturally safe and trauma aware principles in practice when supporting staff and participants • Support your team to develop individual support plans with each participant incorporating individual goals focusing on skill and knowledge development while working towards recovery • Provide direct practical support to the team that encourages reflective practices resulting in quality, trauma informed practice • Encourage participation into a range of activities to support a collaborative workplace culture including all other Wellways and partner services within the Toowoomba Hub or externally as needed • Ensure that all operational and administrative requirements are met including regular reporting requirements and records maintenance • Support and monitor KPI's in collaboration with Operations Manager
Maintaining a positive and strong partnership	<ul style="list-style-type: none"> • Provide strong links and professional partnerships between Wellways and other services, including consortia members, in order to provide an efficient and coordinated approach to service delivery and referral both internally and externally from the Toowoomba Hub • Work collaboratively with other agencies to ensure participants have a warm and compassionate interactions while a consumer of the Toowoomba Hub • Maintain and coordinate a positive working relationship with all involved stakeholders and agencies • Ensure adequate, timely and efficient information, communication and knowledge sharing between consortia partners and stakeholders
Risk Management	<ul style="list-style-type: none"> • Maintain safe work practices in a healthy and sustainable environment in accordance with occupational health and safety policies, legislation and organisational environmental

TOOWOOMBA INTEGRATED MENTAL HEALTH HUB

	<p>sustainability/friendly practices</p> <ul style="list-style-type: none"> • Ensure adherence to Wellways policies, the Toowoomba Hub Partnership Charter and all relevant legislation and accreditation standards.
Administration Program Development and Continuous Improvement	<ul style="list-style-type: none"> • Ensure that all operational and administrative requirements including case notes, assessments, recovery plans and data are met including regular reporting requirements and records maintenance • Leading service review and development activities, including audits • Maintain and participate in the development of resource information that supports clients • Lead basic research, collection of data and reporting as required • Using and administering Carelink for the receipt, custody, control, preservation and retrieval of participant records and related material.

Key Requirements

Area	Description
Desireable qualification or experience	<ul style="list-style-type: none"> • Relevant degree with relevant experience/associate diploma with substantial experience or qualifications in more than one discipline • Demonstrated experience in working within a mental health setting, leading teams or equivalent community-based support role
Knowledge and Skills	<ul style="list-style-type: none"> • Demonstrated sound experience and skills in working within programs for people with a serious mental illness, complex needs or their natural supports and carers, including the provision of high-quality recovery-oriented practice • Experience in the provision of psychosocial rehabilitation services • Strong leadership skills and ability to work in fast paced environment with competing priorities • Demonstrated competency and previous experience in the Risk Management area • An understanding of the biopsychosocial model of mental health and how social inclusion principles are applied to service delivery for people with serious mental illness • Demonstrated ability to facilitate the active involvement of participants and natural supports in the development, planning,

	<p>delivery and evaluation of services</p> <ul style="list-style-type: none"> • An ability to establish and maintain effective partnerships including liaison, mediation, negotiation and consultation with various stakeholders including clinical services and other members of the support team including the participant's family • An ability to provide culturally competent services appropriate to the needs of people from diverse backgrounds, including people from CALD backgrounds • Demonstrated commitment to continuous improvement and evidence-based practice
Information Technology	<ul style="list-style-type: none"> • Basic skills/willingness to learn skills in Microsoft Office Suite and CRM systems
Compliance	<ul style="list-style-type: none"> • 100 points of identification • Evidence of right to work in Australia • Drivers Licence • National Police Check • International Police (if required) • Working with Children Check - Blue Card • NDIS Workers Screening Check • NDIS Workers Orientation Modules – free online course
Other	<ul style="list-style-type: none"> • Willingness to travel if required • Willingness to work rotating roster <p>Desirable</p> <ul style="list-style-type: none"> • Personal lived experience of mental health challenges or caring role • Prior experience working within the Mental Health or AOD sectors or a community-based organisation • Aboriginal, Torres Strait Islander, people living with a disability and Culturally and Linguistically Diverse people and people who identify as LGBTIQ+ are encouraged to apply

Required Values and Behaviours

Area	Description
Authenticity and Integrity	<ul style="list-style-type: none"> We will bring our whole selves to the table and work from a position of trust and belief in the other, recognising community and wellbeing belongs to all of us. We are committed to leading a culture that is helpful and understands people exist and have complex intersectional circumstances that can lead to psychological distress.
Compassion	<ul style="list-style-type: none"> We will commit to a compassionate approach and understanding leading with curiosity.
Respectful Collaboration	<ul style="list-style-type: none"> We are respectful and recognise the power in our different experiences and organisations work views and recognise we all have something to learn from each other.
Commitment to reconciliation	<ul style="list-style-type: none"> Demonstrates commitment to reconciliation Work towards create culturally aware and safe services for First Nations Community Members
Quality and Safety	<ul style="list-style-type: none"> 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. 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 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

TOOWOOMBA INTEGRATED MENTAL HEALTH HUB

	<ul style="list-style-type: none"> • Ensure that the principles of general and consumer manual handling are adhered to.
People and Culture	<ul style="list-style-type: none"> • Act in accordance with the 'Code of Conduct' and 'Workplace Behaviour' Policies. • Actively participate in relevant professional development.
Equality and Equity	<ul style="list-style-type: none"> • We will strive for equality and equity in our approach to partnership and the community we serve. • We aim to break down the barriers of power and privilege recognising we come together toward a common goal.
Honesty and Courage	<ul style="list-style-type: none"> • 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 and we are accountable to these. • We lean into difficult conversations realising this is when there is the greatest opportunity to learn.
Excellence and Appreciation	<ul style="list-style-type: none"> • Our work will be evidence based and we commit to continuous quality improvement processes to ensure the people using our service have excellent outcomes.
Commitment to reconciliation	<ul style="list-style-type: none"> • Demonstrates commitment to reconciliation. • Work towards creating culturally aware and safe services for First Nations Community Members.