

Position Description

Role	Service Support Officer
EBA / Award	SCHADS Award
Classification	Schedule B, Level 2.4
Direct Operational Report	Operations Manager
Primary Site	Maroochydore
Last updated	August 2024

Be at the forefront of mental health reform

Wellways in partnership with Clarity Health Care will soon be opening the Country to Coast Medicare Mental Health Centre, with locations across Sunshine Coast, Rockhampton, Gladstone and Bundaberg. The Medicare Mental Health Centres, formerly Head to Health, are an important part of the Australia's reformed mental health and wellbeing system.

Funded by Country to Coast QLD, through the Australian government's Primary Health Network (PHN), the Country to Coast Medicare Mental Health Centre will provide the community with a free, safe and welcoming space to access mental health advice, supports and services. Walk-ins will be welcomed, services are confidential, and no appointment or referral will be needed.

Role Purpose

The Service Support Officer, employed by Wellways, will provide a welcoming, empathetic and safe experience for participants, carers and their families as they enter the Medicare Mental Health Centre. This role will be part of a growing service system that places the community in the centre of the Mental Health services across Queensland.

Making a Difference

You will be the heart of our Wellways and Clairty Medicare Mental Health Centre and will be responsible for supporting the team by creating a warm and welcoming environment for all those who visit and work here. Every interaction will provide a benefit and positive outcome for the participant, their family, carers and supporters. All staff, from reception to peer workers, care coordinators, wellbeing staff and clinicians will work in a psychologically safe and healing way.

MEDICARE MENTAL HEALTH CENTRES

You will play an integral role in changing and shaping the way mental health services and supports are delivered to the community.

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

Commitment to Reconciliation

Medicare Mental Health Centres know that Aboriginal and Torres Strait Islander people have not always been well-served by mental health and disability organisations. 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.

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.

About Clarity Health

Clarity Health Care aims to provide an alternative to the hospital setting for individuals experiencing severe mental illness.

Clarity Health Care's workforce design emphasises collaboration and continuity of care, guided by the recovery model and bio-psycho-social model. The organisation has experience in managing complex cases and offers nationally delivered services through telehealth and clinics in Victoria and Tasmania.

MEDICARE MENTAL HEALTH CENTRES

Key Areas of Accountability

Area	Deliverable
Administrative & Service Support	<ul style="list-style-type: none"> • Work closely with the leadership team and offer assistance with ad-hoc duties. • Administrative support as required, including administrative assistance to the MMHC Staff. • Forward on discharge notes and communication to GPs • Coordinate venue bookings and catering for external stakeholder meetings. • Distribution of agendas and minute taking for Local teams. • Assist with regional fleet management ie. bookings and follow-up on any vehicle issues. • Accommodation bookings for staff through Corporate Traveller, if required. • Monitor and order stationery Items, including kitchen and bathroom supplies. • Arrange maintenance services as required. • Data entry and transfer between systems.
Medicare Mental Health Centre Group sessions	<ul style="list-style-type: none"> • Develop strong working relationships with external stakeholders to facilitate Participant Groups and Coffee Sessions. • Maintenance and distribution of group calendar • Monitor and Track Participant attendance. • Liaise with teams on participant engagement • Communicate with onboarded Participants through MMeX all relevant Group information • Ensure all required Group delivery material, equipment, tea/coffee & stationery is available for each session.

MEDICARE MENTAL HEALTH CENTRES

Key Requirements

Area	Description
Qualification	<ul style="list-style-type: none"> • Relevant qualifications or commensurate experience in an administration/data entry support role
Knowledge and Experience	<ul style="list-style-type: none"> • Experience in a participant focused or customer facing role • Ability to provide a warm, welcoming, and empathic experience for participants • Effective communication and interpersonal skills with the ability to communicate with a variety of people and vary communication style accordingly • Ability to organise tasks and work environment efficiently with minimal supervision and under conditions of competing demands
Information Technology	<ul style="list-style-type: none"> • Willingness to learn and adapt to technology platforms relevant to the role • Basic skills in Microsoft Office Suite • Basic skills in data entry
Compliance	<ul style="list-style-type: none"> • National Police Check • International Police (if required) • Current Working with Children Check-employment • Evidence of right to work in Australia • NDIS Workers Screening Check • 100 points of identification • Drivers Licence • NDIS Workers Orientation Modules – free online course
Other	<ul style="list-style-type: none"> • Willingness to travel if required <p>Desirable</p> <ul style="list-style-type: none"> • Personal lived experience of mental health challenges or have cared for someone who has • Aboriginal, Torres Strait Islander, People living with a disability and Culturally and Linguistically Diverse people are encouraged to apply

MEDICARE MENTAL HEALTH CENTRES

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.
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 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.

MEDICARE MENTAL HEALTH CENTRES

<p>Honesty and Courage</p>	<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.
<p>Excellence and Appreciation</p>	<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.
<p>Commitment to reconciliation</p>	<ul style="list-style-type: none"> • Demonstrates commitment to reconciliation. • Work towards creating culturally aware and safe services for First Nations Community Members.