

Position Description

Position Title:	Service Support Officer
EBA / Award:	Social, Community, Home Care and Disability Services Industry Award
Classification:	Level 2, Schedule B
Reports to Operational:	Building Community Capacity Team Leader
Primary Site:	Mildura
Last updated:	July 2025

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

The Mental Health and Wellbeing Locals are an important part of Victoria's reformed mental health and wellbeing system. The Victorian Government has committed to establishing 50 Mental Health and Wellbeing Locals.

In Mildura, Wellways, Mildura Base Public Hospital, Mallee District Aboriginal Services and Sunraysia Community Health are working together to offer an easy way to access care and support for people aged 26 years and over who are experiencing mental health concerns – including people with co-occurring alcohol and drug support and care needs and their family, carers, and supporters.

Mental Health and Wellbeing Locals are free, voluntary, and easy to access, with no referral required. Importantly, these new services will be delivered on the basis of *'how can we help?'* and a *'no wrong door'* approach, focused on giving choice and control over how the participant wants to receive support.

This new service will make it easier for the participant to access the support they need, closer to home and family, carers, and support networks.

Most importantly, Mental Health and Wellbeing Locals are safe spaces for everyone.

Commitment to Reconciliation

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

The Local will operate seven days a week, with extended operating hours to support a flexible and responsive service. The Local Service model will provide integrated clinical support, care, and wellbeing support to participants and their family members or carers. The provided services will be in response to participants experiencing a mental health challenge and co-occurring substance use or addiction. This approach will improve the capacity of individuals to engage in our community and respond to any future psychological distress.



Community

The Mental Health and Wellbeing Local Services 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.

Role Purpose

Service Support Officer, employed by Wellways, will provide a welcoming, empathetic and safe experience for participants, carers and their families as they enter the Mental Health and Wellbeing Local. This role will also support the successful day to day running of the Mental Health and Wellbeing Local and is a pivotal part of a growing service system that places the community in the centre of the Local Mental Health and Wellbeing network across Victoria.

Main responsibilities of the role include:

- Engaging with consumers, carers and their families in an authentic, empathetic and culturally safe manner
- Overseeing the smooth running of our front of house
- Answering and diverting calls to the relevant teams
- Accurately recording, and sharing messages
- Supporting the Operations Manager and Locals teams with administration support
- Distribution of incoming and preparation of outgoing mail
- Inventory management of stationery
- Ensuring effective calendar management
- Ensuring cleanliness of all meeting rooms on site

How you will make a difference

You will be the heart of Mildura Mental Health and Wellbeing Local and will be responsible for supporting the Local Services 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.

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

Key areas of accountability

Area	Deliverable
Reception and customer Service	<ul style="list-style-type: none"> • Provide authentic, empathetic, culturally safe courteous and prompt front of house services to people who enter the Locals Services • Courteous reception of people arriving for appointments, notification to staff of their arrival and communication regarding delays or changes required • Monitor and promptly answer telephone and emails and provide welcoming response to all consumers • Timely and accurate recording and distribution of messages to relevant personnel. • Ensure that the site is maintained as comfortable as possible for the consumer, carer and their family. • Making of appointments as requested by consumers and/or personnel. • Updating consumers details / demographics on contact. • As required and requested the booking of rooms, cars and/or equipment
Administrative & Service Support Functions	<ul style="list-style-type: none"> • Provide support to the Operations Manager with day to day tasks as required • Manage agendas, minutes and documents for all relevant meetings and events • Support Intake Team with necessary resources to ensure the smooth operation on a daily basis • Facilitate monthly internal meetings with teams to support co-ordination of groups • Arrange maintenance services as required • Assist with fleet management ie. Bookings, organising servicing and repairs as required • Electronic file management • Data entry into CRM system • Distribute mail • Monitor and order stationery, office supplies including kitchen, bathroom supplies and other consumables • Other administrative tasks as required, including administrative assistance to the Locals Staff
Other	<ul style="list-style-type: none"> • Ensure familiarity with the expected standards of performance in the role and actively contribute to own personal development. • 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.

Key Requirements

Qualification	<ul style="list-style-type: none"> • Relevant qualifications or commensurate experience in an administration/data entry support role, ideally in a similar industry
Required knowledge, skills 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 • NDIS Workers Screening Check • 100 points of identification • Evidence of right to work in Australia • NDIS Workers Orientation Modules – free online course
Other	<ul style="list-style-type: none"> • Hours of work for this role will initially be rostered between the hours of Monday to Friday 8.30am-5.00pm, however services hours will extend as the services expand as of January 2024 providing broader service provision later in the evenings (up to 8.00pm) and on weekends (9.30am-5.00pm). <p>Welcomed</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 and who identify as LGBTIQ+ are encouraged to apply

Required Values & 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 participants. Ensure and take all reasonable care for your personal safety and the safety of, participants 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 Mildura Mental Health Local policies and procedures and in accordance with relevant privacy and health records legislation. Actively involve participants 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 participant manual handling are adhered to.
People & 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. Display high levels of professional behaviour at all time

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.