

Position Description

Position Title:	Support and Connect Team Lead
EBA / Award:	Non Award
Classification:	Not Applicable
Reports to Operational:	Operations Manager
Primary Site:	Mildura
Last updated:	August 2025

The Mental Health and Wellbeing Local Service is an integrated wellbeing and support service delivered through partnership in Mildura. Operating seven days a week with extended hours, we provide clinical support, care, and wellbeing services to people aged 26+ experiencing mental health challenges, including co-occurring substance use or addiction.

The service is community-led and co-designed by consumers, carers, and the local community. Partners include Wellways, Mildura Base Hospital, Mallee District Aboriginal Services, and Sunraysia Community Health.

Commitment to Reconciliation

The Mental Health and Wellbeing Local Service and our partners recognise 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.

Role Purpose

The **Support and Connect Team Lead** is employed by Wellways and supports a Lived Experience Designated Workforce. This role provides leadership and support to the Support and Connect team of Peer Wellbeing Navigators who are responsible for supporting Participant Service Access, Support Co-ordination, Service Navigation, Peer Work and Wellbeing Interventions at the Local Service. The team work from Lived Experience and Psychosocial disciplines.

The role will have 8-10 direct reports and overall responsibility for leading the Support and Connect Team as they:

- Welcome new participants into the Local Service

- Support participants to engage with the service and continue to walk alongside them on their recovery journey.

The Support and Connect Team Lead, with other service leaders provides clinical oversight and guidance to ensure the service response is safe, accessible and evidence based.

Required Values & Behaviours

Authenticity and Integrity: Bring whole selves to work, recognizing community and wellbeing belongs to all

Compassion: Commit to compassionate approach and understanding, leading with curiosity

Respectful Collaboration: Respect different experiences and organizational views, recognizing we all have something to learn

Quality and Safety:

- Identify and report risks promptly with prevention strategies
- Take reasonable care for personal and consumer safety
- Participate in workplace health and safety initiatives
- Comply with all policies and procedures
- Maintain confidentiality per privacy legislation
- Involve consumers/carers in quality improvement activities

Excellence and Appreciation: Evidence-based work with continuous quality improvement for excellent outcomes

Commitment to Reconciliation: Work towards culturally aware and safe services for First Nations Community Members

Key areas of accountability

Area	Deliverable
Effective, supportive, and responsive leadership and management of a Lived Experience Designated workforce team.	<ul style="list-style-type: none"> • Lead the Support and Connect Team to support participants identify, engage and remain engaged with the Mental Health and Wellbeing Local Service as well as access local supports, social and community activities. • Support your team in ensuring a “no wrong door approach”, whilst creating a warm and safe environment for participants accessing the Local. • Actively lead and support care coordination activities and support team members to ensure collaborative support is provided to ensure participants are at the centre of their journey. • Provide direct Line Management support to the Support and Connect Team including daily support, monthly Operational supervision, leading team meetings and clinical oversight. • Ensure all staff have the necessary skills and knowledge to carry out their roles, and support leaders to access professional development opportunities to facilitate this

	<ul style="list-style-type: none"> • Undertake or support performance processes with team members as required • Undertake any additional tasks as requested that reasonably fall within the scope of the position and classification. • Working as part of the leadership team, contribute to the development of the program and regional plans.
Safety and continuous quality improvement	<ul style="list-style-type: none"> • Lead continuous improvement practices and support accreditation processes • Ensure compliance with discipline-specific professional codes of practice • Support the Local Service's participation in approved research and training initiatives to support the development of a stronger mental health system and workforce. • Oversee complaints management aligning to Local Service guidelines • Promote compliance with discipline-specific professional codes of practice • Maintain performance development and accountability processes with direct reports • Engage in Participant feedback programs and use to inform continuous quality improvement practices • Regular review of incident data and follow-up processes • Communicate Risks, Mitigations, trends and achievements with the Operations Manager and Clinical Director
Effective and efficient information and knowledge management	<ul style="list-style-type: none"> • Participate in and chair, relevant leadership, clinical, operational, and project committees • Participate in monthly reporting processes with support of the Operations Manager • Maintain confidentiality as per privacy legislation • Support the Operations Manager to ensure competent reporting on clinical practice standards compliance and population health data to the Partnership Governance Committee • Actively contribute to the ongoing development of the Service Operations Manual and work instructions based on feedback, learnings, legislation changes and best practice evidence.

Key Requirements

Area	Description
Qualification / Role Experience	<ul style="list-style-type: none"> • Bachelor of Allied Health, Nursing, or Psychology Registration or other relevant tertiary Mental Health qualification • Relevant professional registration with AHPRA (if applicable) • 3+ years senior mental health leadership experience
Required skills / experience	<ul style="list-style-type: none"> • Proven ability to lead, manage, and motivate staff • Proven ability to embed lived experience across models of care and demonstrate an understanding of Peer Work Models. • Understanding of and responsiveness to challenges arising from integrated multidisciplinary supports • High Levels of Emotional Intelligence • Ability to analyse and interpret data and respond to trends • Demonstrated effective written, verbal communication, and interpersonal skills • Demonstrated ability to lead and sustain system change
Information Technology	<ul style="list-style-type: none"> • Willingness to learn and adapt to technology platforms • Basic skills in Microsoft Office Suite and CRM systems
Compliance	<ul style="list-style-type: none"> • National Police Check • International Police Check (if required) • Current Working with Children Check • Evidence of right to work in Australia • NDIS Workers Screening Check • NDIS Workers Orientation Modules • 100 points of identification
Other Desirable	<ul style="list-style-type: none"> • Personal lived experience of mental health challenges or caring for someone who has • Aboriginal, Torres Strait Islander, people living with disability, and Culturally and Linguistically Diverse people are encouraged to apply