

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:	Team Leader Building Community Capacity
Primary Site:	Shepparton
Last updated:	September 2025

The Mental Health and Wellbeing Local Service is an integrated wellbeing and support service delivered through partnership in Greater Shepparton, Strathbogie and Moira. Operating five 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 participants, supporters, and the local community. Partners include Wellways, Goulburn Valley Health and APMHA Healthcare.

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

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 Service Support Officer, employed by Wellways, will provide administrative support across a range of functions including fleet, facility and IT support to assist staff across the Greater Shepparton, Strathbogie and Moria Mental Health and Wellbeing Local. This role will be part of a growing service system that places the community in the centre of the Local Mental Health and Wellbeing network across Victoria.

Working collaboratively with the Team Leader Building Community Capacity, the Service Support Officer will help to ensure systems and processes run smoothly across the Local.

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
Administrative & Service Support	With guidance from the Team Leader Building Community Capacity, provide where appropriate: <ul style="list-style-type: none"> • Administrative support as required, including administrative assistance to Locals Staff • Arrange Room Bookings and Catering for external meetings and/or events. • Distribution of Agendas and Minute taking for Local teams. • Assist with regional fleet management ie. bookings and follow-up on any vehicle issues. • Accommodation Booking for Staff though Corporate Traveller, if required • Monitor and order Stationery Items, including kitchen and bathroom supplies.

	<ul style="list-style-type: none"> • Arrange maintenance services for the site as required and act as a point of contact for tradespeople coming onsite • Monitor the sign in/out sheets and manage appropriately • Support the onboarding of new staff by coordinating all necessary equipment and supporting initial logon to the network and relevant apps • Support data and reporting queries for the Leadership team through utilisation of the MMEX system • In conjunction with the Team Leader Building Community Capacity, maintain the assets and contractors register • Support the use of facilities at the Local, such as the PC Kiosk, the laundry and community library • Administrative support for Workplace Health & Safety functions, such as updating signage and overseeing records of relevant equipment maintenance/SDS
<p>Safety and continuous quality improvement</p>	<ul style="list-style-type: none"> • Encourage the safety and well-being of participants and escalate any concerns, issues or incidents arising in line with the Escalation Guideline. • Complete incident reports in Riskman in line with the Incident Management Guideline. • Support the maintenance of a safe and healthy working environment by following work health and safety policies and procedures, including location specific training. • Ensure compliance with discipline-specific professional codes of practice • Commitment to ongoing personal and professional development • Engage and encourage Participant feedback to improve service delivery outcomes.
<p>Effective and efficient information and knowledge management</p>	<ul style="list-style-type: none"> • Uphold and promote participant confidentiality while affirming and supporting the participants' rights and responsibilities • Ensure documentation is maintained in the participant management system as required to meet statutory requirements and Wellways Policy

Key Requirements

<p>Qualification</p>	<ul style="list-style-type: none"> • Relevant qualifications or commensurate experience in an administration/data entry support role
<p>Required knowledge, skills and experience</p>	<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
<p>Information Technology</p>	<ul style="list-style-type: none"> • Willingness to learn and adapt to technology platforms relevant to the role • Intermediate skills in Microsoft Office Suite • Basic skills in data entry
<p>Compliance</p>	<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 • Current Victorian Driver's Licence • NDIS Workers Screening Check • 100 points of identification • NDIS Workers Orientation Modules – free online course
<p>Other</p>	<ul style="list-style-type: none"> • Prior experience working within the Mental Health or AOD sectors, or a community-based organisation. • Willingness to travel and work within the community service by the Local. <p>Welcomed: We are committed to employing people with diverse backgrounds and experiences and encourage applications from:</p> <ul style="list-style-type: none"> • People with personal lived experience of mental health challenges or who have cared for someone who has.

	<ul style="list-style-type: none">• People who identify as Aboriginal and or Torres Strait Islander• People who identify as gender diverse, living with a disability or culturally and linguistically diverse.
--	---