

Position Description

Role	Team Leader - Wellbeing
Award	Social, Community, Home Care and Disability Services Industry Award
Classification	Schedule B Level 6
Direct Report	Operations Manager
Primary Site	Rockhampton / Gladstone
Last updated	September 2025

Be at the forefront of mental health reform

Wellways, in partnership with Clarity Health Care, operate the Country to Coast Medicare Mental Health Centres (MMHC) located in the Sunshine Coast, Rockhampton, Gladstone and Bundaberg. The MMHCs 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 MMHCs 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.

The Role

The Team Leader - Wellbeing will be employed by Wellways and based at the Rockhampton or Gladstone Centre.

Role Purpose

Utilising your real-life experience, coupled with skills learned through education and training, the Team Leader - Wellbeing will lead a multidisciplinary team of Peer Wellbeing Navigators to support and represent people impacted by mental illness, psychological distress and substance use or addiction.

Main responsibilities of the role include:

- Providing leadership, coaching and supervision of the Wellbeing Team
- Support and coach education and learning requirements for Peer Navigators and Cadets
- Satisfy reporting requirements
- Providing intentional peer support
- Providing one on one service navigation and care planning
- Facilitate one on one and group intervention sessions
- Capacity building
- Support engagement with clinical and therapeutic supports

The position may also carry a small caseload of participants, as needed, providing service navigation.

MEDICARE MENTAL HEALTH CENTRES

Making a Difference

You will play a vital role in ensuring that participants, carers, and their families receive valuable and supportive mental health care. This role will work with other disciplines to instil hope through positive self-disclosure and positive role modelling, offering practical ways of overcoming day-to-day barriers and by challenging each other to try new things and 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 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

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
General	<ul style="list-style-type: none"> • Working as part of the Medicare Mental Health Centre leadership team and reporting to the Operations Manager, create and lead the development of program and regional plans. • Supervise and guide the team to support participants to identify and engage with the range of health and wellbeing services they need • Engage in joint assessments with clinical staff to create care plans and communicate any emerging safety concerns • Supervise and work with the Wellbeing and Clinical Teams to facilitate referrals • Facilitate one on one and group intervention sessions • Participate in joint planning/case conferencing at key stages to ensure a coordinated response between the participants health, wellbeing, therapeutic supports and other needs. • Undertake any additional tasks as requested that reasonably fall within the scope of the position and classification. • Provide service navigation to participants as required
Leadership and Guidance	<ul style="list-style-type: none"> • Mentor and provide supervision to the Wellbeing Team to the Medicare Mental Health Centre Peer Workforce Guidelines and the Intentional Peer Support model. • Oversee the team to ensure referrals and service confirmation is provided to service delivery teams with accurate and complete information that allow for the timely commencement of service(s) • Initiate and support recruitment and orientation of new staff and volunteers, as required • Lead the development of peer support run group programs, such as the optimal health program
Promote continuous improvements	<ul style="list-style-type: none"> • Develop and evaluate programs and groups activities; ensuring that they are evidence-based, driven by lived experience and tailored to meet the needs of the participants. • Ensure all services are delivered according to the Medicare Mental Health Centre policies, procedures, and applicable legislative, accreditation standards and service level agreements. • Ensure any applicable care plans for participants are in

MEDICARE MENTAL HEALTH CENTRES

	<p>place and are continuously reviewed.</p> <ul style="list-style-type: none"> • Ensure that all operational and administrative requirements of the program are met • Point of escalation for all participant complaints/issues
Quality	<ul style="list-style-type: none"> • Ensure the service approach incorporates the following service principles: participant, carer and family focussed, flexible, inclusive, recovery oriented and holistic • Contribute to the overall effectiveness of the Centre and Satellite sites ensuring that services reflect the service values, best evidence-based practice, demonstrate innovation, are evaluated and are accountable to funding bodies • Ensure documentation is provided to relevant service delivery teams in a timely manner • Ensure appropriate documentation is maintained within the system as required to meet statutory requirements including statistical data for reporting purposes. • Developing and implementing a professional development plan for the peer workforce • Maintain strict participant confidentiality while reinforcing the participant's rights and responsibilities • Adhere to protocols and agreements between consortium partners and relevant service providers • Ensure familiarity with the expected standards of performance in the role and actively contribute to own personal development. • Maintain a good working knowledge of and adherence to standards and legislation relevant to the role (such as Child Safe Standards, Aged Care Act etc) and actively promote compliance to any such standards and legislation • Make sure all team members complete all mandatory training by the due date
Stakeholder engagement and advocacy	<ul style="list-style-type: none"> • Represent and promote the Medicare Mental Health Centre in a variety of settings, including other agencies, members, participants, carers, and families to raise awareness of mental illness issues at the local level and to 'market' the organisation regionally. • Develop community partnerships and support the engagement of diverse groups of participants and families, peer, and community programs, including people from Aboriginal and Torres Strait Islander Communities, people who identify as (LGBTIQA+), people from multicultural communities and young people

MEDICARE MENTAL HEALTH CENTRES

Key Requirements

Area	Description
Qualification	<ul style="list-style-type: none"> • Personal experience of mental illness and recovery, accessing and navigating health care services, including mental health services and a willingness to draw upon your experiences and recovery journey to inform your work • Cert IV/Diploma in Mental Health, AOD or related field or tertiary qualification in social science or 1+ year relevant work experience in mental health sector or International Peer Support Training. • Two years Mental Health experience as a peer worker • Leadership qualification or Community Sector experience • Ability to draw on personal experiences with program participants within a safe and supported way • Demonstrated skill in establishing empowering and supportive relationships with individuals, families and carers • A commitment to Person centred practice and maximising the opportunities and support for people with a mental illness or psychological distress within their local communities • Able to plan, prioritise and work independently to ensure outcomes are achieved. • The ability to express personal views and tackle sensitive information in a constructive and diplomatic manner. • An understanding and demonstrated commitment to social inclusion and diversity
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 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

MEDICARE MENTAL HEALTH CENTRES

Other	<ul style="list-style-type: none"> Willingness to travel for role if required <p>Welcomed</p> <ul style="list-style-type: none"> 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 Personal lived experience of mental health challenges or have cared for someone who has
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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 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

MEDICARE MENTAL HEALTH CENTRES

	<ul style="list-style-type: none"> • Maintain confidentiality as per Medicare Mental Health Centre 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.