

Position Description

Position Title:	LinC / Living in Community Worker
EBA / Award:	Social, Community, Home Care and Disability Services Industry Award
Classification:	Level 4, Schedule B
Reports to Operational:	Team Leader Building Community Capacity
Primary Site:	Greater Shepparton – Strathbogie - Moira
Last updated:	October 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 Greater Shepparton Strathbogie - Moira, Wellways, APMHA Healthcare and GV 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.

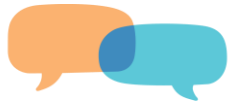
Mental Health and Wellbeing Locals are free, voluntary, and easy to access, with no referral required. Importantly, these new services will be delivered on the basis of ‘*how can we help?*’ and a ‘*no wrong door*’ approach, focused on giving choice and control over how the participant wants to receive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



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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 participants and their family members or carers. The provided services will be in response to participant 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

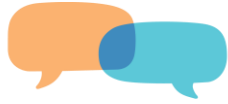
The Mental Health and Wellbeing Local Services will be community-led, and co-production will ensure a diverse range of perspectives are included in the design, delivery, and governance of the Local Services, ensuring it reflects, responds and is accountable to the local community it supports.

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. Our workforce, individuals, and their natural supports recognise and respond to psychological distress and address barriers that prevent people from participating in their community and leading meaningful lives.



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Role Purpose

The Living in Community Program is a social connection, inclusion and engagement program to support people who are isolated and or experiencing mental health challenges to find meaningful connection within their local community.

Working within The Building Community Capacity Team team, the role of the Linc Worker will be utilising your real-life experience, coupled with skills learned through education and training to facilitate the development of social connections and encourage the support of other community members to be inclusive. It is through developing these social connections and linkages that consumers and their support networks can independently be active in community life.

The LinC worker works directly with consumers, and their family members and carers to link in with a range of social and community networks e.g. to find and attend a community class or social group with a consumer that matches their interests, support them as they gain confidence catching public transport to give them more access to their region, try out different sporting groups to find their passion.

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.

How you will make a difference

Community participation, inclusion and connection is vital for maintaining good mental wellbeing. In this practical and active role, you will have the opportunity to work directly with consumers as they build their community participation, inclusion and connection.

Key areas of accountability

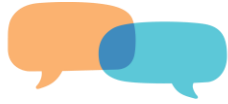
Area	Deliverable
<p>Support Provide individualised support to consumers, their family and carers.</p>	<ul style="list-style-type: none"> • Build peer relationships using the Intentional Peer Support Model • Engage consumers, their family and carers to develop professional and trusting relationships • Support consumers to participate in age-appropriate activities and outings in the community to: <ul style="list-style-type: none"> ○ Foster independence and belonging in their local community ○ Encourage naturally forming social links in the community ○ Reduce isolation, loneliness and stigma ○ Improve sense of well-being ○ Support reconnecting or discovering of social and recreational activities in their local community • Provide transport support if needed
<p>Planning & Coordination</p>	<ul style="list-style-type: none"> • Where required, contribute to the review and development of care and risk plans, reflecting upon individual goals, aspirations, and capabilities • Work with family/carers, natural supports, case managers and other professionals to support the client's goals • Contribute to setting program outcomes and further develop work methods and procedures when required
<p>Safety</p>	<ul style="list-style-type: none"> • Encourage the safety and well-being of clients and report any concerns, issues or incidents arising during care delivery to the relevant Team Leader • Complete incident reports as required • Take responsibility for the maintenance of a safe and healthy working environment by following work health and safety policies and procedures, including location specific training
<p>Other</p>	<ul style="list-style-type: none"> • Work with the Building Community Capacity team to develop networks in the community and promote the Local Service and Mental Health awareness • Adequately maintain program and participants' documentation and records

Key Requirements

Area	Description
Qualification	<ul style="list-style-type: none"> • Minimum of Cert IV Peer Work (Mental Health or AOD) or Intentional Peer Support or working towards
Required knowledge, skills and experience	<ul style="list-style-type: none"> • Personal experience of a mental illness or psychological distress and recovery • Relevant previous experience in a similar role or in the Community Services, Mental Health industry • Ability to connect with people with diverse background and experiences • Knowledge of the areas local support services • 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
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"> • National Police Check & International Police (as required) • Current Working with Children Check-employment • Evidence of right to work in Australia • Drivers Licence • NDIS Workers Screening Check • NDIS Orientation Module
Other	<ul style="list-style-type: none"> • Hours of work for this role will initially be rostered between the hours of Monday to Friday 9.00am-5.00pm, however services hours will extend as the services expand (from April 2023) providing broader service provision later in the evenings (up to 8.00pm) and on weekends (10.00am-2.00pm). Changes to rosters will be made in consultation. • Using an organisation owned vehicle, provide transport support to consumers when required to activities. <p>Desirable</p> <ul style="list-style-type: none"> • Aboriginal, Torres Strait Islander, people living with a disability and Culturally and Linguistically Diverse people 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 Greater Shepparton – Strathbogie - Moira 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.



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	<ul style="list-style-type: none">• 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.