

Position Description

Role	Wellbeing Coach
EBA / Award	Social, Community, Home Care & Disability Services Industry Award
Classification	Schedule B, Level 4
Direct Operational Report	Toowoomba Integrated Mental Health Hub Operations Manager
Primary Site	Toowoomba, Queensland
Last updated	January 2026

Be part of a major boost to Mental Health and Wellbeing in Queensland!

The Toowoomba Integrated Mental Health Hub is an innovative new way of providing integrated stepped care in Queensland’s mental health and wellbeing system. Wellways, alongside five consortia partners, Each, Lumsden Psychology, Queensland Program of Assistance to Survivors of Torture and Trauma (QPASTT) and Goondir, will offer an easy way for people to access seamless care and support for mental health concerns. Services are free, voluntary and easy to access. The Hub will operate on the principles of ‘no wrong door’, community inclusion and consumer choice and control.

The Role

The Wellbeing Coach provides individual, recovery focused coaching that guides participants to take practical and achievable steps towards their self-identified wellbeing goals. Wellbeing Coaches create inclusive spaces and facilitate sustainable momentum that cultivates hope and confidence in participants leading to measurable improvement and progress.

Role Purpose

Participants working with trained Wellbeing Coaches are supported to overcome systemic barriers and build skills that will enable them to increase their functional capacity, sustain their wellbeing, and maintain their recovery independently. Coaching is practical and non-clinical, sessions are structured conversations guiding participants towards meaningful and achievable change. Sessions can be delivered face-to-face, online, or over the phone and through guided self-discovery - supports people to create a healthy sense of wellbeing.

Reporting to the Operations Manager, the Wellbeing Coach will be responsible for:

- Facilitating the program in line with training and service guidelines
- Delivering one-to-one wellbeing coaching
- Creating a welcoming, respectful and empowering environment
- Building positive, trust-based relationships that reflect Wellways' values
- Engaging professionally and positively with key internal and external stakeholders
- Supporting community engagement, networking and referral pathways
- Working autonomously while contributing as a supportive and flexible team member

Making a Difference

This role will shape and influence the way mental health and wellbeing services are delivered in Queensland, particularly Toowoomba.

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

We acknowledge that Aboriginal and Torres Strait Islander peoples have not always been well served by mental health and disability services. Their social and emotional wellbeing has been impacted by generations of trauma, injustice and systemic disadvantage. As partners, we recognise our responsibility in addressing these issues of inequality and stigma. We are committed to creating culturally safe, inclusive and responsive services for First Nations community members, their families and carers.

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.

Integrated Mental Health Consortia

The consortium, led by Wellways, includes four partners: Each, Lumsden Psychology, QPASTT and Goondir. This diverse coalition enhances service delivery through comprehensive, community-focused care. The partnership brings expertise from deep local regional connection, strong clinical background, lived experience expertise, First Nations and multicultural cultural awareness and will deliver comprehensive, integrated and person-centred care across the Toowoomba Region. The partnership will address service gaps for the 'missing middle' by enhancing accessibility and integrating primary mental health care, psychosocial support and early intervention, as well as connection to external services to address social determinants of wellbeing.

Key Areas of Accountability

Area[AC1]	Description[MD2]
Engagement and promotion of programs[MD3]	Deliver facilitated coaching programs that: <ul style="list-style-type: none"> • Supports participants to increase their individual agency, empowering them to find practical, small steps towards self-identified goals • Are flexible in delivery method, to accommodate the needs of participants • Build strong connections and partnerships with other services that may support or have contact with those of shared experiences • Facilitate community engagement and cross-referral pathways/ opportunities • Contribute to continuous improvement to enhance the quality and effectiveness of the coaching program • Work independently within program guidelines, managing workload effectively • Deliver coaching to individuals experiencing mild to complex psychosocial stressors • Use program knowledge and experience to respond appropriately to participant needs in line with training and service guidelines
Professional Development	<ul style="list-style-type: none"> • Actively participate in initial training, ongoing mentoring and setting up and maintaining reflective practice structures. • Actively participate in monthly supervision with your direct line manager. • Actively participate in the Wellways Professional Development process.

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	<ul style="list-style-type: none"> • Actively participate in monthly staff meetings. • Complete all training requested by the Program direct line manager.
Administration	<ul style="list-style-type: none"> • Complete all administrative tasks associated with facilitating the program in a timely manner. • Assist with data collection tasks as required
Stakeholder Engagement[MD4]	<ul style="list-style-type: none"> • Ensure the program reflects the core values of Wellways • Maintain positive relationships with strategic internal and external stakeholders. • Actively engaging with stakeholders and creating referral pathways.

Key Requirements

Area	Description
Qualification or experience	<ul style="list-style-type: none"> • Min Cert IV Mental health or demonstrated equivalent experience in a coaching role <p>Desirable</p> <p>Coaches may come from a range of backgrounds and qualifications including:</p> <ul style="list-style-type: none"> • Counselling • coaching / recovery coach • social work • psychology • mental health (e.g. Certificate 4 in Mental Health) • health • education or allied mental health work.
Knowledge and Skills	<ul style="list-style-type: none"> • the ability to empower participants to understand their needs/goals and to make decisions and actions independently

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	<ul style="list-style-type: none"> • active listening without judgement • high degree of emotional maturity and resilience • understanding of trauma-informed practices • ability to set boundaries and to seek support when needed • ability to foster and maintain a positive and optimistic outlook towards participants.
Information Technology	<ul style="list-style-type: none"> • Basic skills/willingness to learn skills in Microsoft Office Suite and Wellways case recording 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
Other	<ul style="list-style-type: none"> • Willingness to travel if required • Willingness to work rotating roster <p>Desirable</p> <ul style="list-style-type: none"> • Personal experience of mental health challenges and recovery, accessing and navigating health care services, including mental health services • Prior experience working within the Mental Health or AOD sectors or a community-based organisation • 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

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.
Commitment to reconciliation	<ul style="list-style-type: none"> Demonstrates commitment to reconciliation Work towards create culturally aware and safe services for First Nations Community Members
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 consumers. Ensure and take all reasonable care for your personal safety and the safety of, consumers 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 policies and procedures and in accordance with relevant privacy and health records legislation. Actively involve consumers and/or carers in quality and safety improvement activities. Maintain up-to-date immunisation status related to

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	<ul style="list-style-type: none"> • Ensure that the principles of general and consumer manual handling are adhered to.
People and 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.
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.