

Position Description

Role	Community Engagement Worker
EBA / Award	Social, Community, Home Care & Disability Services Industry Award
Classification	Schedule B, Level 4
Direct Operational Report	Practice Manager
Primary Site	Dubbo
Last updated	February 2026

Be at the forefront of mental health reform

Wellways, in partnership with Stride will soon be opening the Western NSW Medicare Mental Health Centre, with locations in Dubbo and Bathurst. The Medicare Mental Health Centres, formerly Head to Health, are an important part of the Australia's reformed mental health and wellbeing system.

The Medicare Mental Health Centre is supported by funding from Western NSW Primary Health Network through the Australian Government's PHN Program. The Dubbo and Bathurst Medicare Mental Health Centres 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 required.

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.

The Role

The Community Engagement worker, employed by Wellways, will work with communities to ensure they can better identify and respond to psychological distress and promote social and emotional wellbeing.

The Community Engagement Worker will achieve this by:

- Ensuring the MMHC service is responsive to community needs and has community at the heart of all its decisions.
- Empowering communities to support one another in maintaining social and emotional wellbeing.
- Establishing referral pathways with a broad range of health, social and community services that people may need to support their recovery.
- Identifying and facilitating opportunities that promote the inclusion of, and build the capacity of, people and community groups to access MMHC services and achieve healthy, strong and connected communities.

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Key Areas of Accountability

Area	Description
<p>Stakeholder and Community Engagement</p>	<ul style="list-style-type: none"> • Establishing and maintaining relationships with the community, local service providers and community organisations, including first responders. • Where people’s needs are best met through other agencies, advocate with those agencies to access assistance. • Representing Wellways in a variety of settings, interagency meetings, stakeholder’s meetings and speaking engagements. • Contribute to the development and ongoing implementation of evaluation strategies that test the effectiveness of community engagement programs and initiatives. • Identify family and carers needs and refer them to the appropriate source, including MMHC services for carers. • Develop co-design opportunities with the community, develop and implement strategies to promote • engagement of the community in understanding and addressing challenges to mental health wellbeing. • Create or leverage existing community events, both general and targeted (e.g. to hard-to-reach groups) at the MMHC service to promote the service and to promote social and emotional wellbeing. • Work within the team and with consumers to promote networks/groups or peer led programs within the community. • Develop referral pathways for a broad range of health and social services, including: <ul style="list-style-type: none"> ○ Emergency services ○ GPs ○ PHN ○ General Practitioners ○ Community Health Services ○ Primary health providers

MEDICARE MENTAL HEALTH CENTRES

	Social and community services
<p>Quality Drive and support the overall effectiveness of MMHC Services ensuring that services reflect Wellways values, best evidence-based practice, demonstrate innovation, are evaluated and are accountable to funding bodies</p>	<ul style="list-style-type: none"> • Ensure the service approach incorporates the following service principles: consumer, carer and family • Focused, Practical and Flexible, Inclusive • Ensure all assessments and documentation is provided to relevant service delivery teams in a timely manner • Ensure appropriate documentation is maintained in the MMHC client management system as required to meet statutory requirements including statistical data for reporting purposes. • Maintain strict client confidentiality while reinforcing the client's rights and responsibilities • 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. • Complete all mandatory training by the due date.

Key Requirements

Area	Description
Qualification	<ul style="list-style-type: none"> • Minimum Certificate IV in Social Science/Community Development and or relevant community engagement experience
Knowledge and Experience	<p>Required:</p> <ul style="list-style-type: none"> • Understanding of Community Development principles • Experience in the human services or related sector, including individual and community development work • A commitment to person centred practice and understanding of mental health recovery and evidence based, best practice supports that enable people to sustain their social and emotional wellbeing enhance their own wellbeing and identity

MEDICARE MENTAL HEALTH CENTRES

	<ul style="list-style-type: none"> • Demonstrated knowledge of family and caring roles and the impact on Carers' health and wellbeing to determine support requirements • Demonstrated skill in establishing empowering and supportive partnerships with communities and a broad range of services in the community • A commitment to maximising the opportunities and support for people within their local communities • Able to plan, prioritise and work independently to ensure outcomes are achieved. • An understanding and demonstrated commitment to social inclusion and diversity. <p>Desirable:</p> <ul style="list-style-type: none"> • Prior experience working within the Mental Health sector, health or community based organisation
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 • Basic skills in data entry
Compliance	<ul style="list-style-type: none"> • National Police Check • International Police Check (if required) • Current Working with Children Check-employment • 100 points of identification • Evidence of right to work in Australia • NDIS Workers Screening Check • NDIS Worker Orientation Module – free online course
Other	<ul style="list-style-type: none"> • Willingness to travel if required • Willingness to work a rotating roster if required which may include weekends

MEDICARE MENTAL HEALTH CENTRES

	<p>Desirable</p> <ul style="list-style-type: none"> • Personal lived experience of mental health challenges or have cared for someone who has • Aboriginal, Torres Strait Islander, People living with a disability and Culturally and Linguistically Diverse people are encouraged to apply
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Required Values and Behaviours

Area	Description
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 • 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.

MEDICARE MENTAL HEALTH CENTRES

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