

Position Description

Position Title:	Area Community Engagement & Inclusion Coordinator
EBA / Award:	Community Health Centre (Stand Alone Services) Social and Community Service Employees Multi Enterprise Agreement 2022
Classification:	SCHADS Level 4
Reports to Operational:	Team Leader Building Community Capacity
Primary Site:	Lilydale
Last updated:	February 2026

The Mental Health and Wellbeing Local Service is an integrated wellbeing and support service delivered through partnership in the Yarra Ranges. Operating six 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, Access Health and Community, Eastern Health and Onah.

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

As a member of the Building Community Capacity Team, this role draws on both lived and professional experience to support people experiencing mental health challenges to connect with their designated local community area and access external supports as they transition from specialist services at the Mental Health and Wellbeing Local in the Maroondah. The role also strengthens community capacity by promoting and educating people about the Mental Health and Wellbeing Local service model, building understanding of mental health and wellbeing, and supporting inclusive practices. Through community education and engagement, the role

contributes to system reform by reducing stigma, increasing awareness, and improving access to supports.

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
Direct Support and Social Inclusion	• Deliver person-led, recovery-focused support to individuals, families, and carers. • Build trusting relationships that support growth, choice, and independence. • Work alongside clinical and peer staff to provide warm transitions into community settings. • Assist participants in identifying and engaging with local, age-appropriate activities aligned with their goals and values. • Offer practical support (e.g. transport, introductions) to remove participation barriers. • Maintain a local inclusion directory, considering access, diversity, and relevance. • Perform weekly registration list management tasks
Direct Support and Social Inclusion	• Facilitate inclusive groups such as art, walking, gardening, cooking, or other co-designed activities. • Create safe, welcoming spaces that reflect lived experience, identity, and culture.

Group Program Design and Delivery	• Support new group members with orientation and ongoing encouragement. • Regularly review and adapt group content based on participant feedback and needs. • Support participants to build the skills and confidence to independently facilitate peer-led groups.
Direct Support and Social Inclusion Recovery Practice & Documentation	• Use Intentional Peer Support principles and trauma-informed approaches in all engagement. • Contribute to planning and documentation, including wellbeing plans and inclusion outcomes. • Report on group attendance, individual progress, and engagement barriers. • Identify gaps in inclusion pathways and suggest opportunities for service model improvements and strategic planning.
Community Engagement and Capacity Building Community Engagement and Inclusion	• Lead outreach strategies to engage underrepresented and marginalised groups. • Build local relationships to enhance the visibility and accessibility of services. • Coordinate or attend community events, expos, and mental health awareness initiatives.
Community Engagement and Capacity Building Capacity Building and Education	• Deliver presentations, workshops, or informal info sessions on mental health and wellbeing. • Share accessible, culturally responsive resources with communities. • Support internal teams with relevant local insights and community trends.
Community Engagement and Capacity Building Co-Design Participation	• Facilitate or contribute to co-design and co-production processes. • Lead inclusive consultation activities to ensure services reflect lived experience. • Encourage the voice of those with a Lived Living Experience of Mental Health, neurodiversity and substance misuse in local decision-making and planning.
Community Engagement and Capacity Building Advocacy and System Influence	• Amplify community voices to inform local service design and policy. • Document and share community insights with internal stakeholders. • Promote equity, inclusion, and access in all community engagement activities.

Safety and continuous quality improvement	• 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.
Effective and efficient information and knowledge management	• 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 Performance Measures and Indicators

Key Performance Area	Measure / Indicator	Target / Evidence
Participant Engagement and Outcomes	Participants supported to connect with community activities and services	Demonstrated engagement and participation
	Successful transition from specialist services to community supports	Evidence of smooth transitions
	Participant feedback on social connection, wellbeing, and belonging	Positive feedback received
Community Capacity Building	Community organisations or groups engaged in collaboration	Active partnerships maintained
	Delivery of community education sessions, workshops, or awareness campaigns	Sessions delivered regularly
	Increased community knowledge and confidence in supporting people with mental health challenges	Feedback shows improved understanding
Contribution to System Reform	Initiatives that reduce stigma and promote inclusive practices	Evidence of impact on community attitudes

	Awareness of the Mental Health and Wellbeing Local service model	Increased recognition across the community
	Improved pathways and access to support for priority populations	Clear examples documented
Collaboration and Partnerships	Partnerships with councils, community houses, sporting clubs, and other stakeholders	Ongoing, effective collaboration
	Joint initiatives or co-designed activities implemented	Activities delivered with partners
	Partner feedback on collaboration and communication	Positive feedback received
Professional Practice	Participation in supervision, training, and reflective practice	Consistent participation
	Contribution to team planning, reporting, and improvement	Active involvement demonstrated
	Use of lived and professional experience to guide practice	Reflected in team and participant feedback

Key Requirements

Area	Description
Qualification / Role Experience	• Demonstrated experience in community services, mental health, or peer-based roles • Strong understanding of recovery, inclusion, and trauma-informed practice • Confident working with diverse communities, including CALD and LGBTIQ+ • Excellent facilitation, communication, and collaboration skills • Knowledge of local services and community dynamics (Yarra Ranges or similar regions preferred) • Comfortable working independently, with flexibility to attend after-hours or weekend events as required • Minimum 2 years working in a community health or health promotion setting. • Previous experience in community engagement, peer work, or a similar role
Required skills	• Highly developed communication skills • High level of emotional intelligence • Ability to connect with people with diverse background and experiences • 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 • Group facilitation skills • Event management skills
Information Technology	• Demonstrated ability to learn and adapt to various technology platforms • Basic skills in Microsoft Office Suite and Client Record Management systems

Compliance	• National Police Check • Victorian Drivers Licence • Working with Children Check • Evidence of right to work in Australia • NDIS Workers Screening Check • NDIS Workers Orientation Modules • 100 points of identification
Other Desirable	• 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. Welcomed: We are committed to employing people with diverse backgrounds and experiences and encourage applications from: • People with personal lived experience of mental health challenges or who have cared for someone who has. • 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.