



## Position description

Title of the role:	Team Leader
Classification:	SCHADS Level 5
Level:	Schedule B
Program Area:	Psychosocial Support Service (PSS)
Location:	Gippsland
Reports to:	Program & Practice Co-ordinator
Last Revised:	April 2026

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## About Wellways

Wellways Australia is a leading not-for-profit organisation dedicated to ensuring all Australians lead active and fulfilling lives in their community. We work with individuals, families and the community to help them imagine and achieve better lives. We advocate for change to make sure people can access the best possible care and information when they need it. We provide a wide range of services and assistance for people of all ages with mental health issues, disabilities, and those requiring community care.

Wellways is an equal opportunity employer that offers generous salary packaging and opportunities to undertake professional training and development. People with lived experience, Aboriginal and Torres Strait Islander people, and people from culturally and linguistically diverse backgrounds bring highly valued skills to our workforce.

## Our Values

### Honesty:

- We are open and sincere in all interaction
- We show care and consideration to all our stakeholders
- We take responsibility for our actions

### Acceptance:

- We champion and respect all voices and choices
- We accept people no matter how complex their needs
- We see the person, the family and the community

### Fairness:

- We believe everyone has the right to equal opportunities
- We challenge social injustice and advocate for change
- We collaborate to solve problems

### Commitment:

- We are committed to our work and we won't give up
- We have the courage to make decisions and are accountable for our actions

We dare to go down new roads and challenge accepted wisdom

## **Participation:**

We promote participation and transform lives and communities

We value the expertise and contribution of everyone we work with

We build knowledge and lead conversations

## Our Approach to Service Delivery

Our recovery services are guided by our values and informed by our Well Together Model. This approach means we work at 3 levels, with the individual, with their families and friends and with the community. Well Together recognises that developing skills, building confidence and strengthening relationships will help people to recover and to live independently. The model provides an evidence-based approach to create individually tailored, effective recovery support packages. Wellways assists individuals to develop the capacity to manage their own wellbeing, equip family and friends with information and skills, and engage community members in support networks.



## Advocacy Services

We have a strong advocacy program, informed by the lived experience of people with mental health issues or disability, their families and friends. Members of Wellways play a vital role in developing our advocacy platform. We advocate for systemic change that will create better conditions and improved opportunities across the range of services and supports we offer, including people and their families living with mental health and / or disabilities, and carers.

All our recovery services and advocacy programs:

- Support and create opportunities for recovery
- Value cultural diversity
- Value peer participation and leadership (participant and carer)



- Are underpinned by evidence-based best practice

**Role Purpose**

The Team Leader will lead and support a team of well-being workers and Lived Experience Peer Workers to enhance the Psychosocial Support Service (PSS). This role is responsible for ensuring high-quality support that aligns with person-centered, recovery orientated and trauma-informed principles.

The Psychosocial Support Service (PSS) is a program funded by the Commonwealth Government and commissioned through Primary Health Networks to provide psychosocial support services to assist people with living with severe mental illness. The Psychosocial Support Service (PSS) provides flexible one on one, and group supports focused on mental health recovery drawing on a whole of person approach, supporting individuals to work toward their mental health and social recovery goals.

The main responsibilities of the role include:

- **Leadership & Supervision:** Provide leadership, coaching, and supervision to a team of Wellbeing Workers and Lived Experience staff, ensuring effective service delivery and professional development.
- **Service Coordination:** Support engagement with clinical and community-based mental health services, promoting seamless care pathways.
- **Capacity Building:** Strengthen the skills and knowledge of team members through mentoring, training, and reflective practice.
- **Collaboration & Advocacy:** Work alongside staff and other stakeholders to enhance service integration and advocate for person-centered care and supports.
- **Reporting & Compliance:** Ensure all reporting requirements are met, maintaining accurate documentation and contributing to service evaluation and improvement.
- **Group & Individual Support:** Facilitate group-based programs and provide one-on-one service navigation and care planning to meet demand or where required.
- **Support staff to ensure participants and families access and engage with primary health services and other relevant services according to need (e.g., drug and alcohol programs, education, employment and housing) and advocate across stakeholders to address barriers to access.**
- Identify service gaps and issues that impact on service delivery
- Collate and complete required data collection
- Monitor KPI's for individual staff and the program against targets

**Responsibilities:**

Key Functions	Key Performance Indicators
<b>Leadership &amp; Support</b>	<ul style="list-style-type: none"> <li>• Provide regular supervision and coaching to Well-being Workers and Lived Experience staff to ensure effective service delivery and professional development.</li> <li>• Maintain accurate records of supervision sessions and team meetings.</li> </ul>

	<ul style="list-style-type: none"> <li>• Facilitate professional development opportunities for staff, including training sessions, mentoring and reflective discussions.</li> <li>• Support team members in identifying and working towards their individual learning and career development goals.</li> <li>• Oversee and support staff in delivering high-quality, recovery orientated and person-centered services.</li> <li>• Conduct regular service reviews to assess team performance and identify areas for improvement.</li> <li>• Work closely with internal and external stakeholders to ensure integrated and co-ordinated care.</li> <li>• Represent Wellways in meeting and advocating for best-practice mental health support.</li> <li>• Foster and positive and supportive team culture, ensuring staff feel valued and supported in their roles.</li> <li>• Address workplace concerns and challenges sensitively, proactively and collaboratively to maintain team cohesion and engagement.</li> <li>• Ensure timely and accurate documentation of service activities, participant outcomes and other required reports.</li> <li>• Monitor and uphold compliance with risk management, incident reporting and workplace safe procedures.</li> </ul>
<p><b>Support Provision</b></p>	<ul style="list-style-type: none"> <li>• Where required provide a range of well-being supports tailored to an individual's needs from early intervention to specialist referrals</li> <li>• Support assessment needs, service access towards personal recovery management of mental health symptoms and social and community connection.</li> <li>• Support the delivery of family inclusive practice.</li> <li>• Enhance and connect participants with natural supports where appropriate and with the participant consent.</li> <li>• Engage and connect participants with community and health supports to optimise mental health recovery</li> <li>• Ensure that all operational and administrative requirements are met.</li> </ul>
<p><b>Collaborative Practice and Stakeholder Engagement</b> Working with the wider community and key stakeholders to participant outcomes and effectively utilise service systems</p>	<ul style="list-style-type: none"> <li>• Engaging with key stakeholders to minimise barriers to referral and engagement and develop joint plans wherever possible</li> <li>• Engage with specialist services and community groups, in particular local Aboriginal and Torres Strait Islander organisations, LGBTIQ+ services and groups, cultural and linguistically diverse groups</li> <li>• Work collaboratively with primary health services to improve service access for people experiencing mental health issues</li> <li>• Support co-design by valuing lived experience and working collaboratively with participant and carer stakeholders and groups</li> <li>• Represent Wellways in a variety of settings, including network meetings, forums, etc.</li> </ul>

	<ul style="list-style-type: none"> <li>• Promote the program and Wellways in accordance with our vision, mission and values.</li> </ul>
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<p><b>Administration</b> Ensure all administrative requirements are met according to PSS guidelines and Wellways policies and procedures</p>	<ul style="list-style-type: none"> <li>• Ensure that all operational and administrative requirements including case notes, assessments, recovery plans and data are met</li> <li>• Maintain a safe and healthy work environment in accordance with occupational health and safety policies and legislation</li> <li>• Ensure adherence to Wellways policies and procedures and all relevant legislation and accreditation standards</li> <li>• Participate in service review and development activities, including team meetings, audits, performance review plans and supervision.</li> </ul>
<p><b>Team Effectiveness</b> Work as an active member of an integrated team</p>	<ul style="list-style-type: none"> <li>• Work as part of an integrated leadership team which values collaboration, co-operation and mutual support</li> <li>• Co-operate with all team members in order to ensure continuity of care and the provision of an exceptional service offer</li> <li>• Actively facilitate and participate in team meetings, service planning sessions, and staff development activities</li> </ul>

Essential Requirements, Knowledge, Experience and Skills

<p><b>Qualifications and Essential Requirements</b></p>	<ul style="list-style-type: none"> <li>• Relevant degree and experience in mental health, social work, or a related field, or an equivalent level of qualification and experience. Demonstrated experience working with people affected by mental health issues.</li> <li>• Current valid Driver's License and the ability to undertake some travel.</li> <li>• Appropriate IT skills</li> <li>• Satisfactory National Police Records Check</li> <li>• Current Working with Children</li> <li>• Right to Work within Australia</li> <li>• Proof of identity</li> <li>• NDIS (National Disability Insurance Scheme) Worker Orientation Module Certificate and NDIS Worker Screening Check</li> </ul>
<p><b>Technical Knowledge and Experience</b></p>	<ul style="list-style-type: none"> <li>• Experience in establishing and maintaining positive engagement with communities and organisations.</li> <li>• Demonstrated experience / knowledge in working with people with mental health issues.</li> <li>• Demonstrated experience /knowledge in working with psychosocial NDIS participants.</li> <li>• Demonstrated experience/knowledge in working with families/carers.</li> <li>• An understanding of the biopsychosocial model of mental health and how social inclusion principles are applied to service delivery.</li> <li>• Experience in or willingness to co-ordinate, supervise and lead a team.</li> <li>• Demonstrated ability to operate in a way that ensures maximum participation of participants and their families/carers.</li> <li>• An ability to participate in effective partnerships including liaison, mediation, negotiation, and consultation.</li> <li>• An ability to work with culturally and linguistically diverse communities and individuals.</li> <li>• Commitment to best practice</li> </ul> <p>Desirable:</p> <ul style="list-style-type: none"> <li>• Leadership experience</li> <li>• Prior experience of case management of individuals and families</li> <li>• Prior experience in the delivery community education and capacity building initiatives.</li> </ul>

<b>Skills</b>	<b>Staff coordination</b> <ul style="list-style-type: none"> <li>• Demonstrated ability in developing and leading staff in a way that ensures maximum staff participation and potential.</li> <li>• The ability to communicate effectively and motivate team members.</li> <li>• The ability to seek innovative, action-oriented solutions.</li> <li>• The ability to identify potential issues and setbacks and guide colleagues to optimise outcomes.</li> <li>• Perceptive, intelligent, and able to reason through problems.</li> </ul>
	<ul style="list-style-type: none"> <li>• Trusting of one's own ability and being able to listen to and consider constructive feedback and reflect on one's actions in a balanced way.</li> </ul> <b>Operational planning skills</b> <ul style="list-style-type: none"> <li>• The ability to develop an integrated perspective of the organisation's and region's services and identify suitable opportunities which may add value.</li> </ul> <b>Analytical skills</b> <ul style="list-style-type: none"> <li>• Able to demonstrate strong analytical and decision-making skills to support effective program design and evaluation, effective allocation of resources to achieve key objectives and strategic planning activities.</li> </ul> <b>Communication</b> <ul style="list-style-type: none"> <li>• The ability to liaise, consult and negotiate effectively including an ability to encourage participation and develop effective partnerships with stakeholders.</li> <li>• Effective communication skills, verbal and written including the ability to develop reports, and support the development of funding submissions and recommendations on complex service issues.</li> <li>• Ability in public speaking and formal presentations.</li> </ul> <b>Information Technology</b> <ul style="list-style-type: none"> <li>• Familiar in Microsoft Office Suite</li> </ul>



### Additional Information

This position description may be modified from time to time to reflect organisational changes. Any changes will be discussed and agreed with the incumbent.

Financial Delegation:	As per delegation schedule
People – Number of Directs:	10
Travel Percentage:	As Required
On Call:	N/A
Special Requirements:	N/A

## Attachment 1

