

Position Description

Position Title:	Groups Facilitator
EBA / Award:	Social, Community, Home Care and Disability Services Industry Award 2010 (SCHADS Award)
Classification:	Level 4, Schedule B
Reports to Operational:	Building Community Capacity Lead
Primary Site:	Shepparton (GSSM Local Service)
Last updated:	April 2026

The Mental Health and Wellbeing Local Service is an integrated wellbeing and support service delivered through partnership in Shepparton and surrounds. Operating five 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, APMHA Healthcare and GV Health.

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

The Groups Facilitator is a dynamic, creative role at the heart of the GSSM Local Service's community offer. This role is responsible for planning and delivering a program of structured group-based supports that respond to the needs and goals of participants accessing the Local Service.

The Groups Facilitator works collaboratively with participants, peers, and clinical staff to facilitate co-design and deliver group programs that build connection, community, skills, and hope. This role draws on both evidence-based group facilitation practice and the power of shared experience, sitting within a multidisciplinary team where lived experience is valued alongside professional expertise.

The Groups Facilitator delivers structured, evidence based program content to participants who would benefit from the program but are not ready for, or comfortable with, a group setting. This flexible 1:1 offer ensures the evidence-based approaches embedded in the groups program are accessible to all participants, regardless of their starting point.

We are particularly interested in applicants with skills in creative, expressive, or alternative therapeutic approaches — such as art, music, nature-based, or mindfulness-based group work — alongside more structured psychoeducation and skills-based groups. The role is grounded in best practice and evidence-based practice frameworks, requiring familiarity with relevant facilitation and psychosocial practice models. The goal is a vibrant, diverse program that participants genuinely want to engage with and that reflects the spirit and culture of the GSSM community.

Key Responsibilities Include:

- Plan and deliver a program of group-based supports in accordance with evidence-based practice frameworks and the direction of the Building Community Capacity Lead, aligned with participant goals, local community need, and service priorities.
- Co-facilitate groups with clinical staff, peers, and community partners to ensure integrated, holistic support for participants.
- Deliver structured, evidence-informed program content on a 1:1 basis with participants who would benefit from the groups program but are not yet comfortable in, or suited to, a group setting — ensuring equitable access to the facilitated approaches within the program
- Contribute to safety planning for participants prior to group commencement, including identifying and escalating relevant risks to the clinical team and supporting interventions identified by clinicians to ensure participant safety.
- Facilitate co-design of the groups program by working collaboratively with participants, staff, and community stakeholders to ensure it is responsive, culturally safe, and continuously improving.
- Facilitate psychoeducation, skills-based, and wellbeing groups using evidence-informed frameworks and psychosocial practice models, applying best practice principles in group work planning and delivery.
- Bring creativity and flexibility to the groups program — including arts-based, nature-based, expressive, or other alternative group modalities (desirable).
- Support participants to engage meaningfully in group settings, including outreach and engagement for people who may be hesitant or hard to reach.
- Collaborate with the broader Local Service team to identify participant need, referral pathways into groups, transitions between group and individual supports, and shared care planning.
- Contribute to a culture of co-production, continuous learning, and reflective practice within the team.
- Maintain accurate and timely records of group and individual activities, attendance, and outcomes using MMEX.

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
Groups Program Design and Delivery	<ul style="list-style-type: none"> • Plan and maintain a rolling calendar of group programs grounded in best practice and evidence-based practice frameworks, responding to participant need, service priorities, and community context. • Co-facilitate structured group programs alongside clinical staff, peers, and community partners. • Deliver structured, evidence-informed program content on a 1:1 basis for participants who would benefit from the program but are not yet ready for or comfortable in a group setting, ensuring equitable access to evidence-based approaches. • Contribute to safety planning for participants prior to group commencement, including identifying and escalating relevant risks to the clinical team and supporting interventions identified by clinicians to ensure participant safety. • Bring creative and alternative diverse modalities into the groups program (e.g. arts, music, movement, nature-based or mindfulness approaches). • Ensure group and individual programs are evidence-informed, recovery-oriented, trauma-informed and culturally safe. • Support participant engagement including outreach, warm referral, and supporting transitions between group and individual supports.
Co-Design and Evaluation	<ul style="list-style-type: none"> • Facilitate co-design of the groups program with participants, staff and community stakeholders on an ongoing basis. • Collect and report participant feedback to inform continuous improvement of the groups program — both quality and relevance.

	<ul style="list-style-type: none"> • . Collect and report on group activity and participant outcomes to support program evaluation by the Quality and Risk Committee and contribute to service-level reporting. Participate actively in team and service planning processes that shape the groups offer. • Maintain an up-to-date map of group and program offerings across the GSSM Local Service and the broader community, identifying gaps, duplication, and opportunities for integration or referral. • Coordinate the Local's groups calendar to ensure a coherent, non-duplicative program that complements what is already available in community. • Maintain and build on existing relationships with community organisations, peer-run groups, and other service providers to stay informed of what is on offer and support warm referral pathways into and out of Local groups. • Liaise with partner organisations and the wider service system to avoid duplication and leverage community capacity in the delivery of the groups program
Collaborative Practice	<ul style="list-style-type: none"> • Work as an active member of the multidisciplinary Local Service team, contributing to integrated care planning and participant-centred decision making. • Collaborate with clinical staff, peer workers, and community partners to ensure group programs complement and connect with other service elements. • Participate in supervision, co-reflection and team meetings. • Apply human rights, trauma-informed and recovery-oriented principles in all areas of work. • Contribute to a positive team culture that values diverse lived and professional experience, shared learning and inclusion.
Safety and Continuous Quality Improvement	<ul style="list-style-type: none"> • Encourage the safety and wellbeing of participants and escalate any concerns, issues or incidents 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. • 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.

Information and Knowledge Management	<ul style="list-style-type: none">• Maintain accurate and timely records of group contacts, attendance and outcomes in MMEX.• Uphold and promote participant confidentiality while affirming and supporting participants' rights and responsibilities.• Ensure documentation meets statutory requirements and Wellways Policy.
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Key Requirements

Area	Description
Qualification / Role Experience	<ul style="list-style-type: none"> • A degree in a relevant field with experience, or a combination of qualifications and demonstrated experience commensurate with degree-level requirements, in group facilitation, community services, mental health, peer work, or a related field. • Experience planning and delivering group programs in a mental health, AOD, community health, or community services context. • Candidates with lived and/or living experience of mental health challenges or recovery are strongly encouraged to apply and will be supported to draw on this experience in the role. • .Qualifications or training in creative or expressive group modalities (e.g. arts-based, mindfulness, nature-based, music or movement-based approaches) are highly regarded."
Required skills	<ul style="list-style-type: none"> • Demonstrated ability to plan, facilitate and evaluate group programs using evidence-based and best practice frameworks. • Ability to adapt and deliver group-based program content for 1:1 delivery with participants not yet comfortable with a group setting. Ability to co-facilitate effectively alongside clinical staff, peer workers, and community partners. • Strong group facilitation skills including managing group dynamics, supporting participation, completing safety assessments, and responding to distress. • Familiarity with evidence-informed practice frameworks relevant to group facilitation in mental health settings (e.g. psychoeducation, strengths-based, trauma-informed, recovery-oriented approaches)."Commitment to co-design and participant-led approaches — ability to genuinely involve participants in shaping the program. • Ability to build genuine, respectful relationships and connect with people from a range of backgrounds, identities and experiences. • Creativity, flexibility and willingness to bring diverse group modalities into practice. • Ability to model positive behaviours, emotional maturity, positive coping skills and resilience.

	<ul style="list-style-type: none"> • Self-awareness and openness to self-reflection and growth. • Ability to effectively organise time, prioritise tasks and work within a dynamic, community-based setting. • Understanding of and demonstrated commitment to diversity, cultural safety and social inclusion.
Information Technology	<ul style="list-style-type: none"> • Demonstrated ability to learn and adapt to various technology platforms • Basic skills in Microsoft Office Suite and Client Record Management systems
Compliance	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • Prior experience working within the Mental Health, AOD, or community services sector. • Experience working in a multidisciplinary or partnership-based service model. • Willingness to travel and work across sites within the GSSM catchment. • Training or experience in alternative or creative therapeutic modalities (arts, music, movement, nature-based, mindfulness).
Welcomed	<p>We are committed to employing people with diverse backgrounds and experiences and encourage applications from:</p> <ul style="list-style-type: none"> • 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. • People with experience in peer work, lived experience advocacy, or consumer/carer roles.