

Position Description

Position Title:	Senior Community Engagement Practice Lead
EBA / Award:	Social, Community, Home Care and Disability Services Industry Award 2010 (SCHADS Award)
Classification:	Schedule B, SCHADS - Level 5
FTE:	1.0
Reports to Operational:	Team Leader Building Community Capacity
Primary Site:	Lilydale
Last updated:	April 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

The Senior Community Engagement Practice Lead provides practice leadership to the Building Community Capacity (BCC) team and strengthens community engagement and local partnerships across the service area. In equal measure, this role focuses on two core functions. The first is building staff capability as the BCC team transitions into increasingly participant-facing work — strengthening practice in reflective learning, professional

boundaries, the Intentional Peer Support (IPS) framework, care coordination and recovery-oriented engagement to improve community inclusion practice.

The second is enhancing existing community partnerships and building new connections to extend the reach and impact of the Local.

The role also supports the integration between BCC activities, Wellbeing Navigator Peer roles and clinical streams to ensure participants can move seamlessly between community connection, care coordination, and recovery

The position contributes to system reform by reducing stigma, increasing awareness, and improving access to supports and will require travel around the local community.

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
Leadership and Practice Development	<ul style="list-style-type: none"> • Provide practice-focused guidance and mentoring to BCC staff, building confidence and capability in participant-facing work and recovery-oriented practice. • Support staff to build capability in reflective learning, professional boundaries, and trauma-informed, ethical practice. • Build the BCC team's understanding of IPS principles and the peer workforce model, including role boundaries, to support effective collaboration and role integrity across the team. • Lead reflective practice sessions and contribute a practice development perspective to staff supervision and development plans, working with the Team Leader

	<p>to identify discipline-specific learning needs. Model best practice in community engagement and participant work</p> <ul style="list-style-type: none"> • Assist staff to translate community engagement work into meaningful participant support outcomes.
<p>Integration Across Internal Service Streams</p>	<ul style="list-style-type: none"> • Support alignment between Community Engagement, Peer Navigation, and Clinical teams • Facilitate collaboration across service streams to ensure smooth participant journeys and shared understanding of roles • Promote a “no wrong door” approach across the service • Support co-location arrangements with external organisations to strengthen integration and participant experience.
<p>Community and Program Development</p>	<ul style="list-style-type: none"> • Lead outreach activities to engage underrepresented and marginalised groups. • Build and maintain relationships with community organisations and local partners to enhance the visibility and accessibility of the Local service. • Coordinate and attend community events, expos, and mental health awareness activities • Support staff to identify community-based participation and inclusion opportunities. • Develop and support sustainable initiatives that promote social inclusion, wellbeing, and recovery.
<p>Operational Support and Coordination</p>	<ul style="list-style-type: none"> • Contribute to a positive, reflective, and accountable team culture through modelling recovery-oriented values and collaborative practice • Support the practice orientation of new staff, contributing discipline-specific knowledge and modelling recovery-oriented practice • Support staff wellbeing, boundary setting, and sustainable work practices within the team • Identify and address practice concerns through coaching and reflective conversations, escalating to the Team Leader where issues require formal management.

<p>Safety & Continuous Improvement</p>	<ul style="list-style-type: none"> • Ensure 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. • Maintain 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 • Actively seek and incorporate Participant feedback to improve service delivery outcomes.
<p>Compliance</p>	<ul style="list-style-type: none"> • 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 Requirements

Area	Description
Qualification / Role Experience	<ul style="list-style-type: none"> • Relevant tertiary qualification in community development, social work, mental health, or community services, with substantial experience; or a combination of experience, expertise and competence sufficient to perform the duties required at this level. Demonstrate experience in providing mentoring, coaching, or practice leadership to staff. • Experience working in community-based or multidisciplinary service settings • Experience in community engagement and outreach, including building relationships with community organisations and local networks • Strong understanding of community development approaches including co-design and capacity building • Strong working knowledge of recovery-oriented practice, the IPS framework and care coordination, with the ability to guide staff in applying these approaches in practice. • Demonstrated experience supporting or working alongside peer workers and lived experience roles.
Required skills	<ul style="list-style-type: none"> • Strong understanding of recovery-oriented practice, including the principles of hope, choice, autonomy, and strengths-based support. • Demonstrated ability to mentor and support staff development, including building capability in reflection, professional boundaries, and participant-centred practice. • Demonstrated relationship-building skills across diverse stakeholders, including participants, families, carers, community organisations, and service providers. Demonstrated communication and facilitation skills, including leading reflective practice discussions and team learning opportunities. • Ability to navigate service systems, including community services, mental health supports, and local community networks.

	<ul style="list-style-type: none"> • Demonstrated ability to manage competing priorities, coordinate activities, and support program delivery across multiple locations. • Demonstrated documentation and reporting skills, including accurate record keeping and contribution to service improvement. • Demonstrated commitment to inclusion, diversity, and culturally safe practice, including working respectfully with LGBTIQ+, Aboriginal and Torres Strait Islander peoples, and culturally diverse communities. • Demonstrated commitment to ongoing personal and professional development and reflective practice.
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"> • Previous experience working in a Mental Health and Wellbeing Local or similar community-based mental health service. • Experience supporting or working alongside peer workers and lived experience roles, including understanding the value of peer-led practice. • Knowledge of the local service system, including community supports, social inclusion opportunities, and referral pathways. • • Understanding of group program design and facilitation as it applies to community participation and social inclusion. • Understanding of risk management and professional boundaries within community and outreach work. <p>Welcomed:</p>

	<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.
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