



Position Description – Senior Worker, Psychosocial & Complex Mental Health, Multicultural Connect Line

Title:	Senior Worker, Psychosocial & Complex Mental Health, Multicultural Connect Line
Hours:	Full time 76 hours fortnight
Reports to:	Operationally: Manager, Multicultural Connect Line Professionally: Specialist lead, complex mental health and harm reduction integration
Award:	Health Professionals & Support Services Award LVL4 \$104,821- \$111,857 per annum \$53.05 - \$56.61 per hour plus superannuation Generous salary sacrifice packaging available Ongoing in line with funding contracts

World Wellness Group is a proud multicultural organisation with a strong focus on equity, diversity and inclusion.

Organisational Background

With a vision to build health equity and a mission to deliver, model and influence health and wellness services to create an inclusive and just health system, World Wellness Group (WWG) is a leading health social enterprise based in Woolloongabba, Brisbane. WWG operates the World Wellness Health & Medical Clinic focused on equitable healthcare for clients from culturally and linguistically diverse backgrounds. The service specialises in supporting those made vulnerable and marginalised by the health system including migrants, refugees and people seeking asylum.

As a social enterprise, or a business with a social mission, WWG works to improve health equity for all clients, regardless of culture, language or financial capacity, and to assist the most disadvantaged members in our community. WWG is a registered health promotion charity, and all profits are used to fund health services for clients or innovative health programs that are not available elsewhere.

WWG Values and Principles

All WWG staff work within the WWG code of conduct and ensure all clients and colleagues are treated with dignity and respect, cultural safety and human rights principles and



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standards. WWG has developed a multicultural lived experience framework and encourages staff to keep lived experience at the forefront of their practice.

Mental Health and Wellbeing Services

Mental health and wellbeing services are at the core of WWG's primary health care service. WWG delivers a range of services and programs across the spectrum of mental health from low intensity, mild to moderate psychological therapies and psychosocial support for those with complex mental health issues. This position is integral to how WWG delivers quality, culturally responsive mental health care and provides a unique opportunity to be at the forefront of the development of multicultural community based primary mental health and wellbeing services in Australia.

Multicultural Connect Line

The Multicultural Connect Line (MCL) was established as a telephone helpline and call back service in July 2020 in response to the impact of the COVID-19 pandemic on multicultural communities in Queensland. Since then, the MCL has evolved to a telephone based psychosocial support service operating as a backbone support service to WWG's community-based health, mental health and wellbeing programs including programs addressing complex mental health issues such as suicide prevention, gambling harm and addictions.

The aim of the MCL is to assist callers to navigate the health and social care system, facilitate warm referrals and deliver a range of psychosocial supports and brief interventions including intake and triage assessment and supportive telephone counselling in a collaborative and multidisciplinary team setting. The MCL focusses on supporting people from multicultural backgrounds across Queensland by offering systems navigation and capacity building to access practical supports within a strengths-based approach to wellness, recovery, social inclusion and participation.

Position Objective

The senior worker will have strong knowledge of community-based supports, the health and social care system and multicultural mental health skills to support staff on MCL and business support staff working in their client work with a key focus on navigation, intake and triage assessment, recovery, brief intervention

This role involves:

- Providing real-time support to MCL staff who are providing intake, assessment and/or brief intervention over the phone
- Managing call escalations and liaising with the MCL and planning and implementing interventions
- Implementing scheduling and daily operations of MCL – escalate operational issues to MCL Manager
- Supporting the implementation of brief intervention for complex client situations
- Managing and supporting triage assessments to facilitate timely delivery of culturally responsive psychosocial and complex mental health services



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- Have strong capability with technology to implement and monitor data collection to inform reporting and workflow management in the MCL program in collaboration with MCL Manager

This position supports data collection against KPIs and contributes to planning and quality improvement activities.

Organisational Relationships and Accountability

This position works within a supportive team environment within WWG's governance policies and procedures.

The position provides professional practice support to staff on the MCL.

KEY DUTIES & RESPONSIBILITIES

This role is responsible for the following key areas and functions:

1. Team Support

- Provide professional and operational support and be visible to all team members, promoting a culture of client focus and best practice in MCL.
- Participate in planning meetings and support implementation of work plans.
- Support MCL clients experiencing complex situational and mental health challenges including gambling harm, addictions and/or suicidality.
- Support the team with client-related escalations and challenging clients/stakeholders, under supervision of MCL Manager or with professional/clinical input from the Specialist lead, complex mental health and harm reduction integration.
- Refer clients to appropriate agencies and services for additional support, including housing, welfare, health, employment, and training.
- Map community/social/health services supporting the multicultural community and develop a service directory for the rest of the team.
- Manage the delivery of a proactive and careful approach to problem solving and appropriate escalation of identified issues
- Support the MCL Manager with forecasts and scheduling to manage effective workflows
- Support the intake team by conducting triage assessments to facilitate timely client allocation to appropriate mental health supports

2. Workforce support and development

- Provide coaching, support and development across the team
- Participate in the development and implementation of ongoing training and coaching initiatives
- Work with the team to co-develop and implement strategies to address areas for development and improvement
- Be flexible and responsive to day-to-day service delivery issues within a fast-paced environment

3. Liaison and collaboration

- Provide feedback and support to Managers around stakeholder liaison, collaboration and management.



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- Support an integrated approach to service delivery across WWG by implementing strong collaborative practices.
- Collaborate with the management team to track program outcomes with the use of data and ensure quality of data input at an operational level.

4. Safety and Quality

- Demonstrate duty of care including meeting quality standards and accountabilities
- Provide culturally responsive care.
- Ensure policies and procedures adherence with all statutory and regulatory obligations.
- Maintain training and supervisory requirements to continuously improve knowledge and performance.

5. Coordination and Team processes

- Work collaboratively as part of an integrated MCL team approach to support complex psychosocial mental health service delivery by addressing systemic and individual barriers in a multicultural context.
- Maintain a caseload of clients with complex mental health needs suitable for telephone-based support
- Work as part of the team to manage high client demand on busy days.
- Build and maintain relationships within a multidisciplinary, culturally diverse team.
- Actively participate in team meetings and processes, deliver/facilitate training when required.

6. Customer Service

- Contribute to a welcoming, culturally inclusive, and non-judgmental environment.
- Treat clients with respect and dignity, cultural safety and with adherence to human rights principles and standards

General Responsibilities of All Staff

- Comply with the WWG's Code of Conduct
- Comply with confidentiality requirements of WWG, as well as the Privacy Act 1988 (Cth) regarding client information, taking particular care that the information of clients may be highly sensitive in nature
- Comply with ethical and legal requirements of both the Commonwealth and Queensland equal opportunity and anti-discrimination laws (including the Qld Human Rights Act 2019, Anti-Discrimination Act 1991 (QLD), Sex Discrimination Act 1984 (Cth), Racial Discrimination Act 1975 (Cth), Disability Discrimination Act 1992 (Cth) and Age Discrimination Act 2004 (Cth)) by treating staff and clients with respect and without bullying and/or harassment
- Efficient use of WWG's resources within positional responsibility

Occupational Health and Safety

- Comply with Work Health and Safety Act 2011 (QLD) duties by maintaining a safe working environment for yourself, ensuring you do not put yourself at risk of harm or injury
- Maintaining a safe and supportive working environment to protect others (staff, volunteers or clients) at risk of harm or injury



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- Exercise judgement about the behaviour of clients to ensure they do not put themselves or others at risk of harm or injury

KEY CAPABILITIES

The key capabilities in this role center around:

- Your capacity to provide support to team members to deliver integrated and quality practice in multicultural health and mental health and foster an open culture of reflection and learning.
- Your capacity to align operational processes with practice expectations and integrate creative problem solving to grow team skill and aptitude.

We are looking for an experienced practitioner who is:

- Able to demonstrate and apply knowledge of theoretical frameworks related to culturally responsive approaches in health and mental health, recovery and trauma informed approaches, lived experience, and systemic health inequity.
- Able to maintain and support effective working relationships with external stakeholders in the government and non-government sectors, workforce development initiatives, and staff.
- Able to identify mental health risk and protective factors in the context of multicultural mental health experiences for people from multicultural backgrounds.
- Demonstrate a strong understanding of mental health and other drug and social care systems and structures across Queensland, specifically in relation to migrants, refugees and people seeking asylum and their carers.
- Able to provide coaching to staff to facilitate participation and contribute to interdisciplinary team processes.
- Able to utilise high-level oral and written communications skills, including the ability to deliver quality training and presentations.
- Able to collaboratively maintain service data integrity for performance monitoring, reporting and impact evaluation.
- Able to contribute to the development of service planning, service delivery and service evaluation, within the frameworks established by WWG.
- Able to carry out any other relevant duties as directed by the Leadership Team.

Human Resources

- Contribute to building a culture of engagement and respect
- Value cultural diversity and other individual differences in the workforce
- Ensure team members are treated in a fair and equitable manner.
- Comply with all EEO obligations and responsibilities.
- Support capacity and skills development in the multicultural peer support workforce
- Empower team members and recognise and reward their contributions.
- Contribute to collaborative team issues and resolve grievances.

Operational functions

- Participate in any organisational technology changes.
- Participate in continuous improvement of workflow processes and procedures.



APPLICANT KEY REQUIREMENTS

We are looking for staff who thrive in a dynamic and fast-paced environment, are flexible, who demonstrate leadership to support staff in the delivery of MCL and Culture Care services.

Essential

- Relevant Bachelor qualification or above grounded in human services, mental health, and social support practice
- At least 1-3 years relevant work experience in a same or similar role
- Demonstrated experience and understanding of multicultural mental health issues; including complex mental health issues.
- High level interpersonal and cross-cultural communication skills to support and motivate the team in a positive and constructive manner to provide a high-quality psychosocial mental health services.
- Experience in client service roles, accountability for team performance and reporting
- Demonstrated organisational and planning skills.
- High level of ICT skills and demonstrated experience with Microsoft suite and CRM systems and practices.
- Resource planning, setting priorities and manage time effectively in a busy environment.
- Demonstrate problem solving, analytical skills, collaboration, empathy, cross cultural understanding, and tech savviness.

Desirable

- Previous experience in a mental health recovery setting
- Understanding of the mental health and healthcare system
- Understanding of the social determinants of health and how they impact people from multicultural backgrounds
- Language(s) other than English

Documents Required

- Appointment to this position requires a Blue Card and willingness to undergo a police clearance check

Applicant acknowledgement:

I have read and understood the position description and personal requirements/capabilities that are attached to this position. I declare that I am capable and willing to meet the requirements as indicated and acknowledge the requirements to maintain such capabilities whilst performing this position.



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Name: _____

Signed: _____ Date: ____ / ____ / 2026