

Position Description

Position Title:	Towong Surge Team Lead
EBA / Award:	SCHADS
Classification:	Level 7
Reports to Operational:	BWM Local Service Operations Manager
Primary Site:	Multi-site – Tallangatta, Corryong, Wangaratta
Last updated:	06/05/2026

Mental Health and Wellbeing Locals are a key part of Victoria's reformed mental health and wellbeing system, delivering free, voluntary, and easily accessible support with no referral required — guided by a *'how can we help?'* and *'no wrong door'* approach that puts choice and control in the hands of participants.

In the Benalla, Wangaratta and Mansfield catchment, Wellways works together with local partners ACSO and Albury Wodonga Health to support people aged 26 and over experiencing mental health concerns, including those with co-occurring alcohol and drug needs, and their family, carers and supporters.

This role is part of a dedicated bushfire response surge, funded by the Victorian Government to extend mental health and wellbeing support into the Towong Shire — a community significantly impacted by bushfire. This surge funding recognises the lasting effect that bushfire events can have on the mental health and wellbeing of individuals, families, and communities, and the importance of ensuring people in Towong can access the right support, closer to home.

Mental Health and Wellbeing Locals are safe spaces for everyone.

Commitment to Reconciliation

The Mental Health and Wellbeing Local knows 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.

Working together - how we will deliver services

The Mental Health and Wellbeing Local is community-led and integrated through partnership that shares power, creating a responsive, flexible and helpful service.

The Local Service operates 5 days a week, with extended operating hours to support a flexible and responsive service. The Local Service model provides integrated clinical support, care, and wellbeing support to participants and their family members or carers. The provided services are in response to participants experiencing a mental health challenge including co-occurring substance use or addiction. This approach aims to improve the capacity of individuals to engage in our community and respond to any future psychological distress.



Community

The Mental Health and Wellbeing Local Services are community-led, and coproduction is how we have ensured a diverse range of perspectives are included in design, delivery and governance, ensuring the Local reflects, responds and is accountable to the local community it supports.

Connected

An integrated service system connected through governance (partnership, operational and clinical) systems and workforce ensures people can access the right support at the right time.

Creating capacity for citizenship

Our model of care and governance structure has been designed to create capacity; in community, our workforce, individuals and their natural supports to recognise and respond to psychological distress and to address the barriers that impact people from participating in community and leading meaningful lives.

Team

This role forms part of a newly established team created specifically to deliver surge bushfire response services in the Towong Shire, as an extension of the Wellways BWM Mental Health and Wellbeing Local.

Like the broader BWM Local Support and Connect Team, this team will be a warm and welcoming first point of contact for people wishing to access support — guided by the same peer and wellbeing navigator approach that is central to the Local model. The team is responsible for delivering a coordinated mental health and wellbeing response in the aftermath of the bushfires, ensuring that people in Towong can access the right support at the right time, with a seamless and connected experience across the Local and broader services.

Role Purpose

The Towong Surge Team Lead is employed by Wellways Australia and will lead the newly established surge bushfire response team delivering Mental Health and Wellbeing Local services in the Towong Shire. The role requires experience in establishing and the ongoing delivery of mental health services in a community-led, inclusive, and values-driven culture.

The role will be responsible for leading Mental Health and Wellbeing Interventions for the Towong surge response, while working in close alignment with the broader BWM Mental Health and Wellbeing Local to ensure a seamless and integrated experience for participants across the catchment.

The role will have overall responsibility for managing Towong Surge Team members.

How you will make a difference

You will play a vital role in ensuring that participants, carers, and their families receive valuable and supportive mental health care. This role will play an integral role in changing and shaping the way mental health and wellbeing services and supports are delivered to the Towong community.

Now is your chance to shape the future of mental health and wellbeing in Victoria to ensure that everyone is supported and included.

Key areas of accountability

Area	Description
General	<ul style="list-style-type: none"> • Working as part of the leadership team, contribute to the development of the program and regional plans. • Lead the Towong Team to help participants identify, engage and remain engaged with the range of health and social care services they need, as well as access local social and community activities. • Work collaboratively with the BWM Local Service and partners to create safety assessments, including assessment of suicide risk and violence risk, develop action and safety plans to mitigate any risks, providing follow up support if required. • Support your team in ensuring a “no wrong door approach”, whilst creating a warm and safe environment for participants accessing the Local. • Facilitate and participate in joint planning/case conferencing, and Network Meetings at key stages to ensure a coordinated response between the participants health, wellbeing, disability supports and other needs. • Provide direct Line Management support to the Towong Team. • Undertake any additional tasks as requested that reasonably fall within the scope of the position and classification.
Management, Leadership and Guidance	<ul style="list-style-type: none"> • Provide operational management to the Towong Surge Team in line with mental health evidence based, best practice. • Ensure the Towong Surge Team work effectively to assess and deliver evidence-based support to participants accessing the Local. • Support the team to meet program needs, ensuring each member is appropriately orientated to the Local service. • Work with the Local Operations Manager in the implementation and development of the service, ensuring it remains locally relevant and responsive.
Promote continuous improvements	<ul style="list-style-type: none"> • Provide operational management to the Towong Surge Team in line with mental health evidence based, best practice. • Ensure the Towong Surge Team work effectively to assess and deliver evidence-based support to participants accessing the Local. • Support the team to meet program needs, ensuring each member is appropriately orientated to the Local service. • Work with the Local Operations Manager in the implementation and development of the service, ensuring it remains locally relevant and responsive.

Key Requirements

Area	Description
Qualification	<p>Essential:</p> <ul style="list-style-type: none"> • Diploma or Tertiary qualifications in a relevant field (mental health/AOD) • Experience working in mental health and/or AOD sector (minimum 3 years) • Experience in a Team/Senior Leader or Management role • Demonstrated time management abilities, excellent communication (written and oral) and interpersonal skills. • Demonstrate a friendly, proactive approach and work with competing needs, deadlines and balance priorities with efficiency and professionalism. • Ability to work independently and within a team. <p>Desirable:</p> <ul style="list-style-type: none"> • Experience working with Lived Experience Workforce in a mental health setting. • A good understanding of Federal, State and Local mental health policy and current reform.
Information Technology	<ul style="list-style-type: none"> • Good working knowledge of MS Office Suite • Experience in using a Client Information Management Systems (CiMs) and Customer Relationship Management Systems (CRM). • Proven extensive experience establishing and maintaining appropriate health records.
Compliance	<ul style="list-style-type: none"> • National Police Check • International Police (if required) • Current Working with Children Check-employment • Evidence of right to work in Australia • NDIS Workers Screening Check • 100 points of identification • NDIS Workers Orientation Modules – free online course
Other (desirable)	<ul style="list-style-type: none"> • Personal lived experience of mental health challenges or have cared for someone who has • Aboriginal, Torres Strait Islander, people living with a disability and Culturally and Linguistically Diverse people and people who identify as LGBTIQ+ are encouraged to apply

Required Values & Behaviours

Area	Description
Authenticity and Integrity	<ul style="list-style-type: none"> • We will bring our whole selves to the table and work from a position of trust and belief in the other, recognising community and wellbeing belongs to all of us. • We are committed to leading a culture that is helpful and understands people exist and have complex intersectional circumstances that can lead to psychological distress.
Compassion	<ul style="list-style-type: none"> • We will commit to a compassionate approach and understanding leading with curiosity.
Respectful Collaboration	<ul style="list-style-type: none"> • We are respectful and recognise the power in our different experiences and organisations work views and recognise we all have something to learn from each other.
Quality and Safety	<ul style="list-style-type: none"> • Ensure any risks are identified and reported promptly and that prevention strategies are implemented to ensure the safety of all participants. • Ensure and take all reasonable care for your personal safety and the safety of, participants and colleagues. • Actively participate in workplace health and safety initiatives and consult with colleagues and management in relation to issues that impact on the safety of the workplace. • Comply with all Policies and Procedures • Maintain confidentiality as per BWM Mental Health Local policies and procedures and in accordance with relevant privacy and health records legislation. • Actively involve participants and/or carers in quality and safety improvement activities. • Maintain up-to-date immunisation status related to own health care worker category. • Ensure that the principles of general and participant manual handling are adhered to.

People & Culture	<ul style="list-style-type: none"> • Act in accordance with the 'Code of Conduct' and 'Workplace Behaviour' Policies. • Actively participate in relevant professional development. • Display high levels of professional behaviour at all times
Equality and Equity	<ul style="list-style-type: none"> • We will strive for equality and equity in our approach to partnership and the community we serve. • We aim to break down the barriers of power and privilege recognising we come together toward a common goal.
Honesty and Courage	<ul style="list-style-type: none"> • We will have robust feedback mechanisms in our model of care and governance structure to actively engage with community and participants to ensure we are meeting their needs and we are accountable to these. • We lean into difficult conversations realising this is when there is the greatest opportunity to learn.
Excellence and Appreciation	<ul style="list-style-type: none"> • Our work will be evidence based and we commit to continuous quality improvement processes to ensure the people using our service have excellent outcomes.
Commitment to reconciliation	<ul style="list-style-type: none"> • Demonstrates commitment to reconciliation. • Work towards creating culturally aware and safe services for First Nations Community Members.

Scope of Authority

Direct employees to start or cease work	Authorised
Recruit/terminate employees	Not authorised
Appoint contracts	Not authorised
Approve expenditure	Authorised (Amount - TBC)
Media contact	Not authorised