

Position Description

Position Title:	LinC (Life in Community) Worker
EBA / Award:	Social, Community, Home Care and Disability Services Industry Award
Classification: Schedule:	Level 4 Schedule B
Reports to Operational:	Building Community Capacity Lead
Primary Site:	Multi-site – Tallangatta and Corryong
Last updated:	August 2025

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.

The Local has been 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. The Local is partnering with Gateway Health a known provider of mental health and AOD support in the region to provide much a needed response to the recent bushfires.

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.

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.

Role Purpose

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 part in changing and shaping the way mental health and wellbeing services and supports are delivered to the Towong community.

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 BWM Mental Health and Wellbeing Local. The role of the **Linc Worker** utilises their lived experience and skills learned, to support participants to develop skills, build support networks and self-manage social anxiety and isolation.

The LinC Worker works directly with participants, and their supporters. They provided 1:1 supports, facilitate groups and model positive social connections to enable participants to engage meaningfully within their community.

The LinC Worker also delivers upskilling activities to community, Service Providers and Local Service Staff to increase knowledge and awareness of the impacts of social isolation on mental health and wellbeing. This may include the creation of resources, training and group activities.

Key areas of accountability

Area	Deliverable
Provide individualised and group support to Participants and their support network	<ul style="list-style-type: none"> • Work collaboratively with participants to engage and connect with a range of social and community supports to meet their recovery goals. • Provide culturally safe support to Local Service participants. • Utilise Intentional Peer Support Principles and Values to build mutual relationships with participants and their support network to increase social connection. • Support the wider team in ensuring a “no wrong door approach”, whilst creating a warm and safe environment for participants accessing the Local. • Approaching all participants as individuals and respecting the journey they are on, supporting without bias or prejudice. • Contribute to the review and development of participant Safety plans, reflecting on individual goals, aspirations, and capabilities. • Work in collaboration with Building Community Capacity team to create and facilitate groups and programs to

	<p>support and promote social inclusion and social capacity of community and participants.</p> <ul style="list-style-type: none"> Engage with local organisations, social groups and sporting clubs to create collaborative relationships to benefit social inclusion goals of participants
Community Capacity Building	<ul style="list-style-type: none"> Actively contribute within the Building Community Capacity team to develop networks in community and promote Mental Health awareness and increase mental health literacy in community. Facilitate Social inclusion and Community capacity building groups, activities and presentations to promote social inclusion, inclusivity and community capacity. Develop and maintain a community directory of social inclusion activities and services with support from the Local Services Team.
Safety and continuous quality improvement	<ul style="list-style-type: none"> Encourage 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. Support the maintenance of 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 Commitment to ongoing personal and professional development Engage and encourage Participant feedback to improve service delivery outcomes.
Effective and efficient information and knowledge management	<ul style="list-style-type: none"> Uphold and promote client 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"> • Certificate IV Mental Health/AOD Peer Work, SHARC Peer Worker Training, Intentional Peer Support or willingness to complete. • Personal experience of mental distress and accessing and navigating healthcare services, including mental health services • Relevant experience in a community engagement or peer worker role.
Required skills	<ul style="list-style-type: none"> • Highly developed communication skills • High level emotional intelligence • Ability to connect with people with diverse background and experiences • Knowledge of local, community-based support services and social inclusion activities • A commitment to Person centred practice and maximising the opportunities and support for people with a mental illness or psychological distress within their local communities
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"> • Aboriginal, Torres Strait Islander, people living with disability, Culturally and Linguistically Diverse people, and members of LBGTIQA+ community 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.

<p>Honesty and Courage</p>	<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.
<p>Excellence and Appreciation</p>	<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.
<p>Commitment to reconciliation</p>	<ul style="list-style-type: none"> • Demonstrates commitment to reconciliation. • Work towards creating culturally aware and safe services for First Nations Community Members.