

## Position Description

<b>Position Title:</b>	Support and Connect Team Leader
<b>EBA / Award:</b>	SCHADS
<b>Classification:</b>	Level 6 Schedule B
<b>FTE:</b>	1.0
<b>Reports to Operational:</b>	Operations Manager, Yarra Ranges and Maroondah Local
<b>Primary Site:</b>	Yarra Ranges
<b>Last updated:</b>	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 Oonah with staff working at the Local employed by the different partners.

## 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 Support and Connect Team Leader is employed by Wellways Australia and works in partnership with a corresponding Team Leader employed by Access Health and Community, together providing operational line management and practice leadership to the Support and Connect peer workforce across the Yarra Ranges and Maroondah Mental Health and Wellbeing Locals. The role operates flexibly across both sites as required.

Personal lived experience as a consumer of mental health services, including experiences of distress, trauma, mental health challenges, and accessing and navigating the public mental

health system is a requirement of this role pursuant to s28 of the Equal Opportunity Act 2010 (Vic). The role draws on that experience to lead and develop a peer workforce, advocate for the role, value and development of the Lived Experience workforce, and contribute to a culture informed by the principles and tasks of Intentional Peer Support (IPS). This is undertaken with the goal of improving outcomes for participants, carers and the wider community

This role is central to ongoing mental health reform work in Victoria and contributes to a growing service system that places community choice and connection at the centre of care.

## 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
General	<ul style="list-style-type: none"> <li>• Working as part of the leadership team, contribute to the development of program and regional plans.</li> <li>• Support the team in ensuring a “no wrong door approach”, whilst creating a warm and safe environment for participants accessing the Local.</li> <li>• Undertake any additional tasks as requested that reasonably fall within the scope of the position and classification.</li> </ul>
Management, Leadership and Guidance	<ul style="list-style-type: none"> <li>• Provide line management to Senior Peer Navigators and a team of peer workers, including performance management, supervision, professional development and day to day operational oversight, in line with mental health evidence based best practice.</li> <li>• In partnership with the corresponding Team Leader, lead the Support and Connect Team to support participants to identify, engage and remain engaged with the range of</li> </ul>

	<p>health and social care services and local community activities they need. The role may also be required to carry a small direct caseload.</p> <ul style="list-style-type: none"> <li>• Champion and role model Lived Experience Leadership and values including mutuality, dignity of risk and self determination</li> <li>• Actively advocate for the role, value and development of the Lived Experience workforce by raising Lived Experience perspectives, and contributing to workforce development initiatives in team and service level discussions</li> <li>• Support onboarding, induction and orientation for new lived experience staff</li> <li>• Maintain strong fidelity to the Mental Health &amp; Wellbeing Locals service model and ensure Lived Experience remains central in all service delivery and team practices</li> <li>• Support co-production activities across both Local sites, according to the Locals co-production framework</li> <li>• Provide line management supervision to direct reports, and co-chair team meetings with the corresponding Team Leader.</li> <li>• Provide Lived Experience (consumer perspective) supervision to peer workers not within direct line management, as required.</li> <li>• Lead a positive team culture that values diverse Lived Experience, shared learning and inclusion.</li> <li>• Apply human rights, trauma informed and recovery-oriented principles in all areas of work</li> <li>• Embody and embrace Lived Experience values and principles of recovery, strength, ability and possibility to build connections with participants, colleagues and service providers.</li> <li>• Work with the Local Operations Manager in the implementation and development of the service, ensuring it remains locally relevant and responsive.</li> <li>• Ensure the Support and Connect Team achieves all KPIs and identifies potential mitigation strategies if issues arise</li> </ul>
<p><b>Safety and continuous quality improvement</b></p>	<ul style="list-style-type: none"> <li>• Ensure the safety and well-being of participants and escalate any concerns, issues or incidents arising in line with the Escalation Guideline.</li> <li>• Complete incident reports in Riskman in line with the Incident Management policies and procedures</li> <li>• Maintain a safe and healthy working environment by adhering to work health and safety policies and procedures, including location specific training.</li> <li>• Ensure compliance with discipline-specific professional codes of practice</li> <li>• Actively participate in ongoing personal and professional development and support the professional development of direct reports</li> </ul>

	<ul style="list-style-type: none"> <li>• Engage and encourage Participant feedback to improve service delivery outcomes.</li> </ul>
<p>Effective and efficient <b>information and knowledge management</b></p>	<ul style="list-style-type: none"> <li>• Uphold and promote participant confidentiality while affirming and supporting the participants' rights and responsibilities</li> <li>• Ensure documentation is maintained in the participant management system as required to meet statutory requirements and Wellways Policy</li> </ul>

## Key Requirements

Area	Description
Qualification and essential Requirements	<ul style="list-style-type: none"> <li>• Personal experience of mental distress and accessing and navigating healthcare services, including mental health services</li> <li>• Tertiary qualification in a relevant field (mental health, community services, peer work or equivalent) with relevant experience, or a lesser formal qualification with substantial experience in mental health. Completion of Intentional Peer Support Core or Advanced Training</li> <li>• Experience in a Team/Senior Leader or Management role</li> <li>• Completion of Consumer Perspective Supervision Training, or willingness to undertake</li> <li>• Willingness to travel across both Local sites and within the broader community as required</li> </ul>
Required skills	<ul style="list-style-type: none"> <li>• Demonstrated ability to use personal lived experience in a purposeful and relational way to support others</li> <li>• Deep understanding of the importance of self-determination, mutuality and dignity of risk in mental health and wellbeing support</li> <li>• Ability to build genuine, respectful relationships and connect with people from a range of backgrounds, identities and experiences</li> <li>• Demonstrated ability in providing day to day practice support and guidance to peers in a multidisciplinary team</li> <li>• Experience contributing to team or service development from a lived experience perspective</li> <li>• Confidence to advocate for the value, visibility and development of the Lived Experience workforce at service, team and system levels.</li> <li>• 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</li> <li>• Demonstrated time management abilities, excellent communication (written and oral) and interpersonal skills.</li> <li>• Demonstrate a friendly, proactive approach and work with competing needs, deadlines and balance priorities with efficiency and professionalism.</li> <li>• Ability to work independently and within a team</li> </ul>

Information Technology	<ul style="list-style-type: none"> <li>• Demonstrated ability to learn and adapt to various technology platforms</li> <li>• Basic skills in Microsoft Office Suite and Client Record Management systems</li> </ul>
Compliance	<ul style="list-style-type: none"> <li>• National Police Check</li> <li>• Victorian Drivers Licence</li> <li>• Working with Children Check</li> <li>• Evidence of right to work in Australia</li> <li>• NDIS Workers Screening Check</li> <li>• NDIS Workers Orientation Modules</li> <li>• 100 points of identification</li> </ul>
Other Desirable	<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"> <li>• People with personal lived experience of mental health challenges or who have cared for someone who has.</li> <li>• People who identify as Aboriginal and or Torres Strait Islander</li> <li>• People who identify as gender diverse, living with a disability or culturally and linguistically diverse.</li> </ul>