

Position Description

Position Title:	Service Support Officer
EBA / Award:	Social, Community, Home Care and Disability Services Industry Award
Classification:	Level 2, Schedule B (Paid above award salary)
Reports to Operational:	Operations Manager
Primary Site:	East Gippsland – Orbost and Bairnsdale
Last updated:	October 2024

Be part of a major boost to mental health and wellbeing in Victoria!

The Mental Health and Wellbeing Locals are an important part of Victoria's reformed mental health and wellbeing system. The Victorian Government has committed to establishing 50 Mental Health and Wellbeing Locals.

East Gippsland, Wellways, Latrobe Regional Health and Gippsland Lakes Complete Health are working together to offer an easy way to access care and support for people aged 26 years and over who are experiencing mental health concerns – including people with co-occurring alcohol and drug support and care needs and their family, carers, and supporters.

Mental Health and Wellbeing Locals are free, voluntary, and easy to access, with no referral required. Importantly, these new services will be delivered on the basis of *'how can we help?'* and a *'no wrong door'* approach, focused on giving choice and control over how the participant wants to receive support.

This new service will make it easier for the participant to access the support they need, closer to home and family, carers, and support networks.

Most importantly, 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 will operate seven days a week, with extended operating hours to support a flexible and responsive service. The Local Service model will provide integrated clinical support care, and wellbeing support participants and their family members or carers. The provided services will be in response to participant experiencing a mental health challenge and co-occurring substance use or addiction. This approach will 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 will be community-led, and co-production will ensure a diverse range of perspectives are included in the design, delivery, and governance of the Local Services, ensuring it 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. Our workforce, individuals, and their natural supports recognise and respond to psychological distress and address barriers that prevent people from participating in their community and leading meaningful lives.

Role Purpose

Service Support Officer, employed by Wellways, will provide a welcoming, empathetic and safe experience for participants, carers and their families as they enter the Mental Health and Wellbeing Local. This role will be part of a growing service system that places the community in the centre of the Local Mental Health and Wellbeing network across Victoria.

How you will make a difference

You will be the heart of our Wellways, Latrobe Regional Health and Gippsland Lakes Complete Health Mental Health and Wellbeing Local and will be responsible for supporting the Locals team by creating a warm and welcoming environment for all those who visit and work here. Every interaction will provide a benefit and positive outcome for the participant, their family, carers and supporters. All staff, from intake to peer workers, care coordinators, wellbeing staff and clinicians will work in a psychologically safe and healing way.

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	Deliverable
<p>Administrative & Service Support</p>	<ul style="list-style-type: none"> • Work closely with the leadership team and offer assistance with ad-hoc duties. • Administrative support as required, including administrative assistance to the Locals Staff • Assist Build and Bridge Team with intake calls. • Welcome staff, participants and external visitors onto site • Arrange Room Bookings and Catering for external Stakeholder meetings. • Distribution of Agendas and Minute taking for Local teams. • Assist with site management tasks such as supporting communication with cleaners, contractors, site audits • Support staff with emergency resources (eg fire wardens, bushfire preparedness, first aid kits) • Assist with regional fleet management ie. bookings and follow-up on any vehicle issues. • Accommodation Booking for Staff through Corporate Traveller • Monitor and order Stationary Items, including kitchen and bathroom supplies. • Arrange maintenance services as required • Communicate with and organise participant sessions with Psychologists and other team members as relevant
<p>East Gippsland Local 'Groups' Co-Facilitators</p>	<ul style="list-style-type: none"> • Develop strong working relationships with key external stakeholders to facilitate Participant Groups and Coffee Sessions. • Facilitate monthly internal meetings with teams to discuss Group processes. • Ensure all Local Staff are informed and updated of new Groups and processes. • Facilitate sequence of Sessions and ensure Presenters are informed and prepared. • Monitor and Track Participant attendance. • Liaise with teams on Participant engagement and welfare.

Area	Description
	<ul style="list-style-type: none"> • Communicate with onboarded Participants through MMeX all relevant Group information • Ensure all required Group delivery material, equipment, tea/coffee & stationery is available for each session.

Key Requirements

Qualification	<ul style="list-style-type: none"> • Relevant qualifications or commensurate experience in an administration/data entry support role
Required knowledge, skills and experience	<ul style="list-style-type: none"> • Experience in a participant focused or customer facing role • Ability to provide a warm, welcoming, and empathic experience for participants • Effective communication and interpersonal skills with the ability to communicate with a variety of people and vary communication style accordingly • Ability to organise tasks and work environment efficiently with minimal supervision and under conditions of competing demands
Information Technology	<ul style="list-style-type: none"> • Willingness to learn and adapt to technology platforms relevant to the role • Basic skills in Microsoft Office Suite • Basic skills in data entry
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

<p>Other</p>	<p>Welcomed</p> <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 who identify as LGBTIQ+ are encouraged to apply
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Required Values & Behaviours

Area	Description
<p>Authenticity and Integrity</p>	<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.
<p>Compassion</p>	<ul style="list-style-type: none"> • We will commit to a compassionate approach and understanding leading with curiosity.
<p>Respectful Collaboration</p>	<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.
<p>Quality and Safety</p>	<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 East Gippsland 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.

	<ul style="list-style-type: none"> • 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 time
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.