

Position Description

Position Title:	Community Engagement & Inclusion Worker
EBA / Award:	SCHADS Award
Classification:	Level 4, Schedule B
Reports to Operational:	Team Leader Building Community Capacity
Primary Site:	Mildura
Last updated:	July 2026

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.

In Mildura, Wellways, Mildura Base Public Hospital, Mallee District Aboriginal Services and Sunraysia Community Health Services (SCHS) 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 Monday to Friday, 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

The Community Engagement & Inclusion Worker, employed by Wellways, works in partnership with communities to strengthen their ability to identify and respond to psychological distress while promoting social and emotional wellbeing. Working directly with consumers, the role supports them to build meaningful community participation, strengthen social inclusion and develop lasting connections.

The role delivers community engagement, inclusion and capacity-building that responds to community needs and is shaped by community voices and lived experience. It builds relationships across the community, facilitates opportunities for participation and inclusion, and equips individuals, families and community groups to support one another and build stronger, more resilient and connected communities. It identifies and engages a broad range of health, social and community services, facilitating referrals to appropriate programs and activities so people can access the supports they need on their recovery journey.

The role works as part of the multidisciplinary Local team, alongside peer workers, care coordinators, wellbeing staff and clinicians, and in partnership with local service providers, community organisations and groups.

How you will make a difference

Community participation, inclusion and connection are vital to maintaining positive mental wellbeing. In this practical and hands-on role, you will have the opportunity to work directly with consumers, supporting them to build meaningful community participation, strengthen social inclusion and develop lasting connections.

As a valued member of our Mildura Mental Health and Wellbeing Local, you will be at the heart of creating a warm, welcoming and inclusive environment for everyone who visits and works within the service. You will support the Local Services team to ensure every interaction contributes to a positive outcome for participants, their families, carers and supporters. Working alongside reception staff, peer workers, care coordinators, wellbeing staff and clinicians, you will help foster a psychologically safe and healing environment where people feel supported, connected and empowered.

This is an exciting opportunity to help shape the future of mental health and wellbeing in Victoria, ensuring that everyone has access to the support, inclusion and connections they need to thrive.

Key areas of accountability

Area	Deliverable
Stakeholder and Community Engagement	• Develop and maintain collaborative relationships with community members, local service providers, community organisations and emergency services to strengthen community participation, referral pathways and access to support • Advocate alongside consumers, families and carers to facilitate timely access to appropriate services and supports where needs are best met by other agencies • Represent the Local, as directed, at community forums, interagency meetings, stakeholder networks and other engagement activities. • Contribute to the development and ongoing implementation of evaluation processes to test the effectiveness of community engagement programs and initiatives. • Identify the needs of families and carers and refer them to appropriate services and supports. • Facilitate co-design opportunities with community members, and people with lived and living experience to inform service improvement and community participation initiatives • Facilitate community engagement activities that promote understanding of mental health and wellbeing and reduce barriers to participation, inclusion and support. Create and coordinate community engagement opportunities, including community events and targeted activities (for priority or hard to reach groups), and participate in existing community events to promote the Mental Health and Wellbeing Local ,social and emotional wellbeing and community participation. • Work collaboratively with the team and consumers to promote community networks/groups and peer led programs. • Support local community groups and organisations to participate in Social Prescribing initiatives, including capacity building. • Assist in the design, coordination and delivery of relevant community education, events and activities. • Identify and facilitate opportunities to strengthen referral pathways across a broad range of health and community services, including: ○ Emergency services ○ General Practitioners (GPs) ○ PHN ○ Community Health Services ○ Aboriginal Community Controlled Health organisations ○ Primary health providers ○ Social and community services

Support Provide individualised support to consumers, their family and carers.	- Engage consumers, their families and carers to develop professional and trusting relationships - Support consumers to participate in age-appropriate community activities and outings that: - Foster independence and belonging in their local community - Encourage naturally forming social links in the community - Reduce isolation, loneliness and stigma - Improve sense of well-being - Support reconnection with , or discovery of social and recreational activities within their local community - Provide transport support if needed
Planning & Coordination	- Where required, contribute to the review and development of care and risk plans, reflecting upon individual goals, aspirations, and capabilities - Work with consumers, families, carers, natural supports, the multidisciplinary team and external service providers to support the individual goals - Contribute to program outcomes and ongoing development of work methods and procedures, where required
Safety	- Ensure the safety and wellbeing of consumers and report any concerns, issues or incidents arising during service delivery, to the relevant Team Leader - Complete incident reports as required. - Maintain a safe and healthy working environment by following work health and safety policies and procedures, including location specific training.
Other	- Work with the Building Community Capacity team to develop networks in the community and promote the Local Service and Mental Health awareness - Adequately maintain program and participant documentation and records

Quality Drive and support the overall effectiveness of	Ensure the service delivery reflects the Local's service principles: including being consumer, carer and family focused, practical and flexible and inclusive
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Local Services ensuring that services reflect Locals values, best evidence-based practice, demonstrate innovation, are evaluated and are accountable to funding bodies	• Ensure all assessments and documentation are provided to relevant service delivery teams in a timely manner • Ensure appropriate documentation is maintained in the Locals client management system, as required, to meet statutory requirements including statistical data for reporting purposes. • Maintain strict consumer confidentiality while reinforcing the consumers' rights and responsibilities • Ensure familiarity with the expected standards of performance in the role and actively contribute to own personal development. • Maintain a good working knowledge of and adherence to standards and legislation relevant to the role (such as Child Safe Standards, Aged Care Act etc) and actively promote compliance to any such standards and legislation. • Complete all mandatory training by the due date.
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Key Requirements

Qualification	Minimum Certificate IV in Social Science, Community Services, Mental Health, Community Development or a related field, or equivalent
Required knowledge, skills and experience	Required: - Understanding of community development, community engagement and social inclusion principles - Experience in the human services or related sector, including individual and community development work - A commitment to person-centred practice and an understanding of mental health recovery and evidence-based practice that supports people to sustain and enhance their social and emotional wellbeing and identity - Demonstrated knowledge of family and caring roles and the impact of caring on carers' health and wellbeing to determine support requirements - Demonstrated skills in establishing and maintaining partnerships with communities and a broad range of services - Ability to connect with people from diverse backgrounds and experiences - A commitment to maximising the opportunities and support for people within their local communities - Knowledge of the local support services within the area - Able to plan, prioritise and work independently to ensure outcomes are achieved. - An understanding and demonstrated commitment to social inclusion and diversity. Desirable: - Prior experience working within the Mental Health sector, health or community-based organisation
Information Technology	- Willingness to learn and adapt to technology platforms relevant to the role - Basic skills in Microsoft Office Suite and CRM systems - Basic skills in data entry
Compliance	- National Police Check - International Police Check (if required) - Current Working with Children Check-employment 100 points of identification

	• Evidence of right to work in Australia • Full driver licence and ability to undertake travel • NDIS Workers Screening Check • NDIS Worker Orientation Module – free online course
Other	Welcomed • Personal lived experience of mental health challenges or experience caring for someone with mental health challenges. • Aboriginal and Torres Strait Islander peoples, people living with disability, people from culturally and linguistically diverse backgrounds, and people who identify as LGBTIQ+ are encouraged to apply

Required Values & Behaviours

Area	Description
Authenticity and Integrity	• 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	• We will commit to a compassionate approach and understanding leading with curiosity.
Respectful Collaboration	• 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	• 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 Mildura 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	• 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	• 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	• 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	• 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	• Demonstrates commitment to reconciliation. • Work towards creating culturally aware and safe services for First Nations Community Members.