

Position Description

Position Title:	Service Support Officer
EBA / Award:	Social, Community, Home Care and Disability Services Industry Award
Classification:	Level 2, Schedule B
Reports to Operational:	Community Engagement Lead
Primary Site:	Wangaratta, Benalla or Mansfield
Last updated:	August 2026

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

The Mental Health and Wellbeing Locals are a big and important step towards ensuring all Victorians – no matter their experience – get valuable and supportive mental health care in their community.

The Mental Health and Wellbeing Locals provide welcoming and inclusive support for people aged 26 years and over who are experiencing mental health challenges, including people with co-occurring alcohol and drug addiction treatment and care needs.

More than ever before, we are working with the local community and people who have a personal experience of mental health issues and recovery to build these services so they are the best they can be. Our services are co-designed by consumers, carers and the local community.

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 currently operates five days a week and by appointment on weekends, with extended operating hours to support a flexible and responsive service. The Local Service model provides integrated treatment, care, and wellbeing support to consumers and their family members or carers. The provided services respond to consumers experiencing a mental health challenge including co-occurring substance use or addiction. This approach improves the capacity of individuals to engage in our community and respond to any future psychological distress.



Community

The Locals are community-led, coproduced services which means we have ensured a diverse range of perspectives in our design, delivery and governance 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; 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

Service Support Officer, employed by Wellways, will provide a welcoming, empathetic and safe experience for consumers, carers and their families as they enter the Mental Health and Wellbeing Local. This role will also support the successful day to day running of the Mental Health and Wellbeing Local through a variety of administrative and Co-Facilitating Group Activities.



How you will make a difference

You will be the heart of our Benalla, Wangaratta and Mansfield 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 consumer, their family, carers and supporters. All staff, from reception to peer workers, care coordinators, wellbeing staff and clinicians will work in a psychologically safe and healing way.

Key areas of accountability

Area	Deliverable
Reception and customer Service	• Provide authentic, empathetic, culturally safe courteous and prompt services to people who enter the Locals Services • Courteous reception when required of people arriving for appointments, notification to staff of their arrival and communication regarding delays or changes required • Supporting Support and Connect team to answer telephones and emails and provide welcoming response to all consumers • Accurately record messages and distribute to relevant personnel in a timely fashion • Ensure that the welcoming space is maintained as comfortable as possible for the consumer, carer and their family. • Making of appointments as requested by consumers and/or personnel. • Updating consumers details / demographics on contact. • As required and requested the booking of rooms, cars and/or equipment
Administrative & Clerical Functions	• Electronic file management • Support managers in rostering and reporting • Assisting with regional fleet management • Data entry into CRM system • Distribute mail • Maintain and order stationery and office requirements including kitchen, bathroom supplies • Arrange maintenance services as required • Maintain the waiting area and consulting rooms to a high standard • Other administrative tasks as required, including administrative assistance to the Locals Staff • Undertake additional administrative tasks as requested and required

Key Requirements

Qualification	Relevant qualifications or commensurate experience in an administration/data entry support role
Required knowledge, skills and experience	- Experience in a consumer focused or customer facing role - Ability to provide a warm, welcoming, and empathic experience for consumers - 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	- Willingness to learn and adapt to technology platforms relevant to the role - Basic skills in Microsoft Office Suite - Basic skills in data entry
Compliance	- National Police Check - Current Working with Children Check-employment - NDIS Worker Screening Check - Evidence of right to work in Australia 100 points of identification
Other	Desirable - 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 are encouraged to apply

Required Values & Behaviours

Value	Description
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.
Commitment to reconciliation	- Demonstrates commitment to reconciliation. - Work towards create culturally aware and safe services for First Nations Community Members
Authenticity and Integrity	- We will bring out 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.
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.