

Position Description

Position Title:	Building Community Capacity Lead (1.0 FTE)
EBA / Award:	SCHADS
Classification:	Level 7
Reports to Operational:	Operations Manager
Primary Site:	Multi-site – Shepparton
Last updated:	June 2026

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 Greater Shepparton, Strathbogie and Moira catchment, Wellways works together with local partners APMHA and Goulburn Valley 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 service is community-led and co-designed by consumers, carers, and the local community.

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

The **Building Community Capacity Lead** is employed by Wellways and supports a Lived Experience Designated and Psychosocial Workforce. This role provides leadership and support holding around to 3-6 direct reports, including but not limited to:

- Living In Community Workers, who are responsible for supporting participants with social inclusion goals, facilitating groups and upskilling the community in Mental Health literacy. These staff work from Lived Experience and Psychosocial disciplines.
- Service Support Officer, who provides administrative support to the Local Service team.
- Peer cadets or Peer graduates

Serving as the main community facing leadership role, the Building Community Capacity Lead facilitates training for community, presents to Service Sector partners and referrers about the service and our pathways, and is the primary link for facilitating organised community feedback and co-design. This role may also undertake advocacy activities with services to support access for participants.

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
Effective, supportive, and responsive leadership and management of a mostly Lived Experience Designated workforce team.	• Lead the Building Community Capacity Team to support participants identify, engage and remain engaged with the Mental Health and Wellbeing Local Service as well as access local supports, social and community activities. • Support your team in ensuring a “no wrong door approach”, whilst creating a warm and safe environment for participants accessing the Local. • Identify family and carers needs through community consultation and support referrals to the appropriate source, including Local services for carers and Carer Gateway. • Actively lead and support social connection activities and support team members to ensure collaborative support is provided to ensure participants are at the centre of their journey. • Provide direct Line Management support to the Building Community Capacity Team including daily support, monthly Operational supervision, leading team meetings and wellbeing planning. • Ensure all staff have the necessary skills and knowledge to carry out their roles, and support leaders to access professional development opportunities to facilitate this • Undertake or support performance processes with team members as required • Undertake any additional tasks as requested that reasonably fall within the scope of the position and classification. • Working as part of the leadership team, contribute to the development of the program and regional plans.
Community Engagement and Capacity Building	• Establishing and maintain relationships with local service providers and community organisations, including first responders • Representing the Local Service and Wellways in a variety of settings, interagency meetings, stakeholder’s meetings and speaking engagements • Identify opportunities to enhance community engagement and events. • Participate in local networks to promote the Local service and referral pathways and support strategies for building sector capacity around mental wellbeing and responding to psychological distress. • Through co-design with the community, develop and implement strategies to promote engagement of the community in understanding and addressing challenges to mental health wellbeing • Oversee the delivery of Capacity Building Training across the community on behalf of the service.

	• Leverage existing community events to promote the service and to promote social and emotional wellbeing
Safety and continuous quality improvement	• Lead continuous improvement practices and support accreditation processes • Ensure compliance with discipline-specific professional codes of practice • Support the Local Service's participation in approved research and training initiatives to support the development of a stronger mental health system and workforce. • Oversee complaints management aligning to Local Service guidelines • Promote compliance with discipline-specific professional codes of practice • Maintain performance development and accountability processes with direct reports • Engage in Participant feedback programs and use to inform continuous quality improvement practices • Regular review of incident data and follow-up processes • Communicate Risks, Mitigations, trends and achievements with the Operations Manager and Clinical Director
Effective and efficient information and knowledge management	• Participate in and chair, relevant leadership, clinical, operational, and project committees • Participate in monthly reporting processes with support of the Operations Manager • Maintain confidentiality as per privacy legislation • Support the Operations Manager to ensure competent reporting on clinical practice standards compliance and population health data to the Partnership Governance Committee • Actively contribute to the ongoing development of the Service Operations Manual and work instructions based on feedback, learnings, legislation changes and best practice evidence.

Key Requirements

Area	Description
Qualification / Role Experience	• 2+ years senior mental health leadership experience, including senior Lived Experience Roles • 2+ years Community Engagement / Community Development Experience or similar role
Required skills / experience	• Proven ability to lead, manage, and motivate staff • Proven ability to embed lived experience across models of care and demonstrate an understanding of Peer Work Models. • High Levels of Emotional Intelligence • Ability to analyse and interpret data and respond to trends • Demonstrated effective written, verbal communication, and interpersonal skills • Demonstrated ability to lead and sustain system change
Information Technology	• Willingness to learn and adapt to technology platforms • Basic skills in Microsoft Office Suite and CRM systems
Compliance	• National Police Check • International Police Check (if required) • Current 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	• Personal lived experience of mental health challenges or caring for someone who has • Aboriginal, Torres Strait Islander, people living with disability, and Culturally and Linguistically Diverse people are encouraged to apply