

Position Description

Position Title	Wellbeing Coach	
Job ID	To be assigned	
Reports to	Wellbeing Coach – Common Ground	
Direct reports	No	
Program/ service	Common Ground	
Directorate	Services	
Primary location	Wollongong – mobile outreach across South Eastern NSW, including Upper Lachlan, Shellharbour, Bega and Eurobodalla	Work Arrangement Field-based
Award & classification	SCHADS Award – Social and Community Services Employee Level 3	
Designated role?	No <i>A designated role limits who can apply — for example, a role open only to Aboriginal and Torres Strait Islander people, or to people with lived or living experience. If yes, contact your P&C rep before proceeding.</i>	
Last reviewed	Sep 2026	

About Wellways

For close to 50 years, Wellways has worked with people, families, friends and carers to create an inclusive community where everyone can imagine and achieve their hopes and potential.

Founded by families advocating for better mental health support, lived and living experience remains at the heart of everything we do. Today, Wellways is one of Australia's leading mental health, wellbeing, carer and disability services organisations, supporting people of all ages experiencing mental health challenges or barriers to their physical, social and emotional wellbeing.

We work alongside people in their recovery journey, recognising that every person is the expert in their own life. Our approach focuses on strengths, aspirations and opportunities for connection, supporting people to build the life they want and participate fully in their community.

Our teams bring together lived and living experience, peer support, psychosocial and clinical expertise. We value each perspective equally, recognising that meaningful support is created when different forms of knowledge and experience work together with the person at the centre.

Beyond delivering services, we work to strengthen communities and drive positive change through advocacy, partnerships and system reform. Guided by our values of honesty, acceptance, fairness, commitment and participation, we connect people, strengthen families and transform communities. To learn more, visit www.wellways.org.

About Program/ Service

Common Ground is a new approach to early intervention mental health and wellbeing support across South Eastern NSW (SENSW), delivered by Wellways under contract to COORDINARE – South Eastern NSW PHN. The service has been designed to improve access to low-intensity mental health support for culturally and linguistically diverse (CALD) communities, children aged 5–12 and their families, particularly those who may experience barriers to accessing traditional or digital mental health services.

Delivered through a flexible mobile outreach model, Common Ground brings mental health and wellbeing support into trusted community and nature-based settings. Through evidence-informed brief interventions, wellbeing coaching, nature-based groups, community engagement and local partnerships, participants are supported to build practical wellbeing skills, strengthen social connection and confidence, and connect with existing community, health and social supports where needed. This helps people strengthen their wellbeing before challenges escalate.

The Common Ground model is person-centred, strengths-based and trauma-informed, and grounded in connection to culture, community and place.

About the Role

The Wellbeing Coach is a mobile, community-based role delivering group and individual early intervention mental health and wellbeing support across South Eastern NSW. The role facilitates nature-based wellbeing groups, provides brief individual coaching, supports community engagement and works with participants to build practical skills, social connection and confidence.

The Wellbeing Coach also supports participants to navigate and connect with appropriate community, health and social supports where required, and works collaboratively with the Senior Wellbeing Coach, local services, community organisations and referral partners to create accessible pathways into low-intensity mental health support and reduce barriers experienced by CALD communities, children and families.

This is an inherently field-based, mobile outreach role, delivered across a geographically dispersed region and requiring regular regional travel.

Key Responsibilities

Role-specific Responsibilities:

Participant Support & Service Delivery

- Facilitate structured nature-based wellbeing groups and provide individual wellbeing coaching for CALD communities, children and families.

- Complete required participant intake, screening, outcome measurement and review processes to support appropriate, goal-focused service delivery.
- Support participants experiencing mild to moderate mental health and wellbeing concerns using brief, low-intensity, evidence-informed interventions within the scope of Common Ground, including LiCBT-informed strategies, Acceptance and Commitment Therapy (ACT), behavioural activation, psychoeducation, motivational interviewing and nature-based wellbeing approaches.
- Work with participants to identify strengths, establish goals and develop practical strategies to improve wellbeing.
- Provide psychoeducation, wellbeing information and practical resources.
- Deliver culturally responsive and age-appropriate support, working effectively with interpreters and cultural supports where required.
- Promote social connection, participation, resilience and community belonging.
- Support participants to connect with appropriate community, health and social supports, including warm referrals and supported transitions where needs fall outside the scope of Common Ground.

Community Engagement and Partnerships

- Build effective relationships with multicultural organisations, schools, family services, community organisations, local councils and other community stakeholders, and facilitate community engagement activities.
- Support community capacity by encouraging co-design and participant-led activities that reflect local community needs, strengthening community connections and supporting locally sustainable wellbeing initiatives.
- Promote awareness of Common Ground and accessible referral pathways within local communities.

Program Quality and Safety

- Maintain accurate and timely participant records, data collection and reporting in accordance with program and COORDINARE requirements, including the PMHC Minimum Data Set (MDS).
- Maintain child-safe practice and comply with safeguarding, mandatory reporting and escalation requirements, notifying the people leader promptly of any incident, complaint or risk in line with Wellways' and COORDINARE's notification requirements.
- Contribute to program evaluation and continuous quality improvement activities.

Practice Responsibilities:

The following practice responsibilities apply to all practice-based roles at Wellways and describe the expected approach to working with participants, families, carers and communities.

Practice approach	- Deliver person-led practice in accordance with Wellways' Practice Principles and relevant Practice Frameworks. - Apply recovery-oriented, trauma-informed, strengths-based and evidence-informed approaches that respond to participants' strengths, needs, preferences, goals and aspirations.
Partnership and participation	- Work in partnership with participants, families and carers to promote choice, self-determination, social inclusion and community participation.

	- Support participants, families and carers to contribute to the design, delivery, review and improvement of services through co-production and shared decision-making.
Cultural safety	- Deliver culturally safe, responsive and inclusive practice that respects and values the identities, cultures, experiences and aspirations of participants, families and communities.
Lived and living experience	- Value and integrate lived and living experience knowledge and participant perspectives to inform practice, decision-making and service improvement.
Reflective practice	- Participate actively in reflective practice through activities such as discipline-specific supervision (where relevant), Communities of Practice and continuous learning. - Engage in critical reflection to strengthen self-awareness, practice and outcomes.
Participant safety	- Recognise, respond to, manage and appropriately escalate risks relating to participant safety, wellbeing and safeguarding, in accordance with role scope, organisational policies and relevant legislation. - Support participant safety while balancing duty of care with dignity of risk, choice, self-determination and human rights principles.

General Responsibilities:

The following responsibilities apply to all Wellways employees.

Conduct and compliance	- Act in accordance with the Wellways Code of Conduct (Working Together) and all relevant organisational policies and procedures.
Work health, safety and risk	- Take reasonable care for the health and safety of yourself and others, and report incidents, hazards and near misses promptly in accordance with Wellways Work Health and Safety policies and procedures. - Identify and manage risks within the scope of the role, escalating them where required, in accordance with Wellways policies and procedures, to support safe and effective service delivery.
Child safety	- Uphold the safety, rights and wellbeing of all children, promote a culture of child safety with zero tolerance for abuse and neglect, and follow Wellways' child safety reporting requirements and obligations.
Privacy and confidentiality	- Maintain the privacy and confidentiality of personal and health information and manage records in line with Wellways policies.
Inclusion and cultural safety	- Contribute to a safe, respectful and inclusive workplace, free from discrimination, bullying, sexual harassment and victimisation, and speak up about poor behaviour or concerns. - Work in a culturally safe and responsive way with Aboriginal and Torres Strait Islander People and people from diverse backgrounds.
Lived experience	- Support Wellways' commitment to the meaningful inclusion of lived experience by incorporating lived experience perspectives into work and decision-making, where appropriate to the role.
Quality and improvement	- Contribute to continuous quality improvement, including participation in reviews, audits and service development. - Seek and act on complaints and feedback to improve services.
Working with others	- Work collaboratively with colleagues to achieve shared organisational outcomes, contributing to a positive, inclusive and high performing culture. - Build and maintain effective, respectful professional relationships with internal and external stakeholders relevant to the role.

Professional development	- Engage actively in supervision, professional development and learning. - Complete all mandatory and role-related training, including refreshers, within required timeframes.
Other duties	- Manage and plan own work to meet individual goals and outcomes. - Undertake other reasonable duties as directed.

Key Selection Criteria

Qualifications, Experience and Skills

Essential:

- Certificate IV or higher qualification in Mental Health, Community Services, Youth Work, Social Services or a related discipline, or equivalent relevant experience.
- Demonstrated experience working within mental health, community services, wellbeing or a related sector.
- Experience facilitating groups, workshops or community-based activities.
- Experience working with diverse communities, particularly CALD communities, and with children and families.
- Demonstrated understanding of strengths-based, trauma-informed and recovery-oriented practice, and of low-intensity and brief intervention approaches.
- Demonstrated understanding of the barriers experienced by CALD communities, children and families in accessing mental health supports, and of the social determinants of mental health and wellbeing.
- Demonstrated understanding of safeguarding, risk identification and appropriate escalation within a low-intensity mental health service.
- Strong relationship-building, and community engagement skills.
- Ability to work independently and collaboratively in mobile outreach settings, and sound administration, data collection and reporting skills.
- LiCBT or brief intervention training, or willingness to undertake relevant training.
- Willingness and capacity to undertake regular regional travel, including some overnight travel.

Desirable

- Lived or living experience of mental health challenges and recovery, or experience supporting a loved one through mental health challenges, is highly regarded.
- Understanding of community, health and social services across South Eastern NSW.

Compliance Checks

This role requires the following to be maintained throughout employment in accordance with Wellways' Workplace Compliance Screening Policy and Procedure:

- Right to work in Australia
- 100 points of ID
- Valid Driver Licence
- Satisfactory National Police Record Check
- International Police Check (if applicable)
- Current Working with Children Check

- Current NDIS Worker Screening Check
- NDIS Worker Orientation Module Certificate – Quality Safety and You

Our Commitments

Wellways is committed to reconciliation and acknowledges Aboriginal and Torres Strait Islander People as the Traditional Owners and Custodians of the land on which we live, work and play. We pay respect to their Elders past and present.

We are [committed to child safety](#), inclusive communities, workplaces, policies and services for people of all backgrounds and lived experiences, genders, sexualities, cultures, bodies and abilities.

Wellways is committed to prioritising the health and safety of employees and ensuring that all work is carried out in a safe and responsible manner. We will take all reasonably practicable measures to identify, eliminate or minimise risks to health and safety, including psychosocial risks, in our workplaces. Beyond minimising harm, we are committed to fostering a positive environment where people feel supported and able to thrive. Our commitment extends to protecting the wellbeing of all people in our workplaces, including service users, their families and the wider community.

Position Description Statement

This position description outlines the purpose, scope and key responsibilities of the role. It may be updated from time to time to reflect organisational changes. Where changes to this position description materially affect the role, Wellways will consult with the employee in accordance with applicable legislation and organisational policies.

By signing your employment agreement, you acknowledge that you have read and understood this position description.