mental health & wellbeing local
Free support in your community

Position Description

Position Title:	Build and Bridge Team Leader
EBA / Award:	SCHADS
Classification:	Level 6
Reports to Operational:	Local Service Operations Manager
Primary Site:	Bairnsdale and Orbost
Last updated:	October 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 East Gippsland, Wellways, La Trobe 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 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.

wellways LRH GIPPSLAND LAKES COMPLETE Health

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 to participants and their family members or carers. The provided services will be in response to participants 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, coproduction will be the means in which we ensure a diverse range of perspectives are included in design, delivery and governance of the local 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

The Build and Bridge Team Leader, employed by Wellways, is responsible for the leadership and management of the Build and Bridge team. This role requires a skilled people leader with experience in effectively leading teams and building a consumer and community led, inclusive, and values driven culture. The Build and Bridge Team Leader is a key role within the Local Service Leadership Group and reports to the Operations Manager.

This role leads and supports the Build and Bridge team to achieve its goals, including walking alongside participants in their recovery journey and promoting the East Gippsland Mental Health and Wellbeing Local. This involves building relationships and providing outreach to people and communities who are harder to reach, including hidden cohorts and those unable to access services through the central hub.

This role will identify and facilitate opportunities that promote the inclusion of, and build the capacity of, people and community groups to access local services and achieve healthy, strong and connected communities.

This role is central to ongoing mental health reform work in Victoria and contributes to a growing service system that places community choice and connection at the centre of care.

Key areas of accountability

Area	Description
General	• Work collaboratively with the leadership team to contribute to the development of the Local Service Action plan, ensuring lived experience perspectives inform planning and priorities at the service level. • Support the team's understanding and application of lived experience and recovery principles to strengthen how participants are supported to identify, engage and remain connected to the range of health and social care services and social and community activities they need, including those who are harder to reach. • Collaborate with service teams and partners to ensure lived experience perspectives inform safety conversations, supporting safety planning with participants, upholding duty of care obligations and escalating to clinical staff as required, while promoting a dignity of risk and self-determination approach in line with peer work values and IPS principles. • Facilitate lived experience focused case conferencing and peer practice discussions and participate in joint planning and Network Meetings at key stages, contributing a senior lived experience perspective to ensure a coordinated response to participants' health, wellbeing, disability supports and other needs. • Provide consumer perspective supervision and support to the Peer Workers. • Identify opportunities for education within the service that increases staff understanding of the role of peer work • Model and promote a culture of self-advocacy, resilience and recovery-oriented practice within the team. • Undertake any additional tasks as requested that reasonably fall within the scope of the position and classification.
Management, Leadership and Guidance	• Provide line management and support to the Build and Bridge team, including performance management, supervision, professional development and day to day operational oversight, in line with mental health evidence based best practice. • Support onboarding, induction and orientation for new staff • Facilitate and chair team meetings • Lead a positive team culture that values diverse Lived Experience, shared learning and inclusion. • Work with the Local Operations Manager in the implementation and development of the service, ensuring it remains locally relevant and responsive. • Ensure the Build and Bridge Team achieves all KPIs and identifies potential mitigation strategies if issues arise.

	• Develop and maintain an annual workforce development plan in consultation with peer workers and their people leaders, identifying learning needs, contemporary practice updates and development opportunities aligned to local service priorities. • Contribute to budget planning, workforce development and practice initiatives, working with the Operations Manager to identify resource requirements aligned to the annual workforce development plan. • Identify and distribute tools and resources to support the Build and Bridge team in maintaining contemporary practice, including peer work sector updates, and support connection to the broader lived experience workforce community • Work collaboratively with Wellways' organisational lived experience workforce team to ensure local peer practice development is aligned with organisational frameworks and standards.
Community Engagement	• Document supervision provision as per Wellways supervision guidelines • Ensure the Peer Workers work effectively to provide evidence-based support to participants accessing the Local. • Support the team to meet program needs, ensuring each member is appropriately orientated to the Local service. • Outreach into community to ensure visibility and connection of the Local extends beyond the service sites. • Outreach into community to foster partnerships with local providers and support warm referrals into and out of the Local. • Work with the Local Operations Manager in the implementation and development of the service, ensuring it remains locally relevant and responsive.
Safety and **continuous quality improvement**	• Ensure the safety and well-being of participants and escalate any concerns, issues or incidents arising in line with the Escalation Guideline. • Complete incident reports in Riskman in line with the Incident Management policies and procedures • Maintain a safe and healthy working environment by adhering to work health and safety policies and procedures, including location specific training. • Actively participate in ongoing personal and professional development and support the professional development of direct reports • Engage and encourage Participant feedback to improve service delivery outcomes.
Effective and efficient **information and knowledge management**	• Uphold and promote participant confidentiality while affirming and supporting the participants' rights and responsibilities • Ensure documentation is maintained in the participant management system as required to meet statutory requirements and Wellways Policy • Ensure reporting requirements and timelines are adhered to

Key Requirements

Area	Description
Qualification	**Essential:** • Tertiary qualifications in a health discipline including; Social Work, Counselling, Mental Health, Nursing, Psychology or related discipline. • Relevant professional registration • Demonstrated time management abilities, excellent communication (written and oral) and interpersonal skills. • Demonstrated ability to build collaborative working relationships across multidisciplinary teams. • Demonstrate a proactive approach and work with competing needs, deadlines and balance priorities with efficiency and professionalism. • Ability to work independently and within a team. **Desirable:** • A good understanding of Federal, State and Local mental health policy and current reform.
Information Technology	• Good working knowledge of MS Office Suite • Experience in using a Client Information Management Systems (CiMs) and Customer Relationship Management Systems (CRM). • Proven extensive experience establishing and maintaining appropriate health records.
Compliance	• 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

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 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. • 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.

Scope of Authority

Direct employees to start or cease work	Authorised
Recruit/terminate employees	Not authorised
Appoint contracts	Not authorised
Approve expenditure	Authorised (Amount - TBC)
Media contact	Not authorised