



POSITION DESCRIPTION – Psychosocial Wellbeing Support Worker

Part 1 – Expectations for Your Role

Position	Support Worker
Service / Program	MH & AOD Adult Mental Health & Wellbeing Services - Partners in Wellbeing
Industrial Instrument	SACS - Each Social and Community Service Employees Enterprise Agreement 2017
Instrument Classification	Level 4
Reports to	Team Leader - PIW & MH Hub
Effective Date	May 2026

Key Deliverables

- Individual program planning tailored to participants’ lifestyle choices.
- Demonstrating a strength-based approach to foster collaborative relationships
- Skill development and strategies to help clients manage their mental health effectively.
- Providing predominantly Telehealth-based care while offering flexible service delivery, including face-to-face appointments onsite if requested.
- Deliver time-limited, outcome oriented mental health recovery services supporting a dedicated caseload.
- Collaborate with clients and clinical supports using a Wellbeing framework to identify needs, set goals, and develop and review individualized plans.
- Offer single-session support, intake, and navigation assistance.
- Work with Area Mental Health Services and other services to create comprehensive support and risk management plans.
- Identify high-risk cases that require external support and facilitate referral.
- Assist clients with NDIS applications when eligible.
- Ensure clients understand program limitations and timeframes upon service commencement.
- Build effective relationships with team members and external stakeholders to enhance service quality.
- Participate in supervision, staff meetings, and professional development.
- Contribute to continuous improvement and meet organizational reporting and accountability requirements.
- Plan and implement structured self-development activities aligned with recovery objectives.
- Work with peer workers to establish common goals for client care, ensuring a cohesive approach to support.
- Clear understanding of principles around responding to responding to Family Violence situations.

Note that this position is not associated with NDIS.



Skills

- Ability to identify crisis situations and respond appropriately, employing de-escalation techniques and knowing when to refer clients to emergency services or specialized support.
- Strong relationship-building skills with various stakeholders.
- Excellent written and verbal communication skills for diverse audiences.
- Ability to work autonomously and manage competing deadlines.
- Clear understanding of principles around responding to responding to Family Violence situations.
- Ability to maintain accurate and timely client records in line with service expectations.

Experience and Knowledge

- Demonstrated experience in the mental health field, ideally with a dedicated client caseload.
- Strong understanding of community and clinical mental health services.
- Solid understanding of the Principles and Practices of the National Framework for Mental Health.
- Comprehensive grasp of the Social Model of Health.
- Familiarity with evidence-based practices in dual diagnosis and mental health impacts.
- Good knowledge of the Housing and Homeless Sector.
- Demonstrated understanding of Multi-Agency Risk Assessment Management, FVISS, and CISS frameworks.

Qualification/Registrations/Licences (*Mandatory only*)

- Diploma level Tertiary qualification(s) in mental health, community health, or a related field.

Physical Requirements

- Ability to sit at a computer for 6 – 8 hours per day
- Walk up stairs
- Ability to travel between Each locations as needed
- Lift and carry up to 5 kg (e.g., laptops or office supplies).

Why we include physical requirements in our Position Descriptions

We list the physical requirements of a role to ensure transparency and to support equitable access to employment. This information helps candidates understand the nature of the role and identify any workplace adjustments or supports they may need to thrive in it. Our aim is to create an inclusive environment where everyone can perform their role safely and effectively, with the right accommodations in place.

If you have specific access needs or would benefit from adjustments to the recruitment process or the role itself, we warmly encourage you to let us know. We're committed to working with you to find solutions that support your success.



POSITION DESCRIPTION - Employee

Part 2 – Expectations for Our Team

At Each, we are committed to improving lives and strengthening communities through a range of health, disability, housing, counselling, and mental health services. With a dedicated team of over 1,500 employees and 250 volunteers, we aim to create a positive impact, empowering individuals to live healthier, happier lives.

Our vision is for everyone to live well, and we strive for a healthier, more equitable future through innovation, advocacy, and community engagement.

We care. We listen. We learn. We deliver. Altogether better care.

Expectation of Employees

Employees are expected to work collaboratively with team members and other Directorates, contributing to both individual and community outcomes. They must model Each’s values, ensuring an inclusive, safe, and engaging culture.

Employee Responsibilities

An Each employee is responsible for:

- Ensure quality, safety, and risk management to protect staff, customers, and the community.
- Collaborate with team members and stakeholders to achieve positive outcomes.
- Create a safe, respectful environment that fosters growth, learning, and wellbeing.
- Track progress and outcomes to meet Each’s goals and performance targets.
- Work within professional boundaries and program guidelines.
- Demonstrate leadership behaviours and serve as an ambassador of Each.

Quality

Employees must engage in continuous improvement, comply with legislation and accreditation standards, and maintain the necessary skills and knowledge for their role.

Safety & Wellbeing

All Each employees are responsible for their own health and safety, as well as that of others, in line with OH&S legislation and Each’s policies.

Child Safe Commitment

Each is dedicated to creating a child-safe environment, with zero tolerance for child abuse. Everyone is responsible for protecting and reporting any suspected child abuse, ensuring the safety and well-being of children involved with Each.

Inclusion and Diversity Commitment

Each is dedicated to an inclusive and diverse workplace where everyone is valued and respected. All staff are expected to promote inclusivity, embrace diversity, and foster a collaborative environment, ensuring a safe and supportive workplace for all.

Key Selection Criteria

Skills & Behaviours

- Adhere to Each’s Behavioural and Performance Standards.
- Strong communication and interpersonal skills for building relationships.
- Collaborative team player with a positive attitude.

Desirable Experience, Knowledge, and Qualifications

- Relevant tertiary qualifications.
- Proven collaborative teamwork skills.



- Understanding of the Not-For-Profit and Health sectors.

Mandatory Competencies/Licences

- Criminal History Check and Employee Working with Children Check (as required).
- National Worker Screening Check (if required for the role).
- Entitlement to work in Australia

Expected Behaviours for all Each Staff

- Act in accordance with Each's Code of Conduct, policies, and service principles.
- Respond to family violence risk in line with the MARAM Framework.
- Promote a safety-first culture and adhere to health and safety policies.
- Ensure Each Great Care is put through its PACES (Person-Centered, Accessible, Connected, Effective and Safe).
- Support a zero-tolerance stance on abuse, neglect, and discrimination.
- Foster an inclusive, collaborative work environment, prioritizing customer needs.
- Contribute to teamwork, innovation, and continuous improvement.
- Engage in continuous learning and complete all mandatory training on time.