



POSITION DESCRIPTION – Social and Emotional Wellbeing Counsellor	
Part 1 – Expectations for Your Role	
Position	Social and Emotional Wellbeing Counsellor
Service / Program	Toowoomba Integrated Mental Health Service
Industrial Instrument	SACS - EACH Social and Community Service Employees Enterprise Agreement 2017
Instrument Classification	Level 5
Reports to	Clinical Lead
Primary Site	Toowoomba, Queensland
Effective Date	September 2025

Integrated Mental Health Consortia

The Toowoomba Integrated Mental Health Hub is an innovative new way of providing integrated stepped care in Queensland’s mental health and wellbeing system. Wellways, alongside five consortia partners, Each, Lumsden Psychology, Queensland Program of Assistance to Survivors of Torture and Trauma (QPASTT) and Goondir, will offer an easy way for people to access seamless care and support for mental health concerns. Services are free, voluntary and easy to access. The Hub will operate on the principles of ‘no wrong door’, community inclusion and consumer choice and control.

This diverse coalition enhances service delivery through comprehensive, community-focused care. The partnership brings expertise from deep local regional connection, strong clinical background, lived experience expertise, First Nations and multicultural cultural awareness and will deliver comprehensive, integrated and person-centred care across the Toowoomba Region. The partnership will address service gaps for the ‘missing middle’ by enhancing accessibility and integrating primary mental health care, psychosocial support and early intervention, as well as connection to external services to address social determinants of wellbeing.

The Role

The Counsellor reports to the Clinical Lead and is responsible for providing support in the delivery of Social and Emotional Wellbeing (SEWB) care to clients. The Counsellor forms part of a multi-disciplinary team and works collaboratively with the team and other programs areas. The Counsellor will provide SEWB support services to assist clients who are dealing with a wide range of issues including grief and loss grief, depression, domestic and family violence, family and/or relationship matters and any other issues which impact on social and emotional wellbeing. The Counsellor will support, guide, advise and remain connected with participants throughout their service coordination journey.



Key Deliverables

- Utilising your lived experience as an Aboriginal or Torres Strait islander, you will use a therapeutic and culturally sensitive and responsive recovery framework to collaboratively work with Aboriginal and Torres Strait islander young people who are experiencing mental health challenges.
- Provide Counselling and social emotional wellbeing support to clients.
- Undertake home visits and outreach counselling at other locations where appropriate.
- Collaborate with Aboriginal community and services to identify wellbeing goals for people presenting with mental health issues.
- Promote and present a positive image of the SEWB program to other staff, clients and community in general.
- Engagement & Collaboration: Promote a positive team culture within the hub setting and actively contribute to team, program and network meetings.
- Stakeholder Relationships: Build and maintain partnerships with consortia partners and external stakeholders to support referrals and integrated service delivery.
- Operations & Governance: Assist with clinical systems, processes, team engagement, compliance (e.g. MARAM, child safety), and performance monitoring. Ensure legislative and quality standards are met.
- Reporting & Quality: Monitor service data and performance to meet targets. Respond to clinical incidents by addressing safety concerns and ensuring appropriate clinical management. Support audits, accreditation, contribute to reports and KPI tracking and report to governance committees.

Skills

- Demonstrated skills and abilities in working with Aboriginal people and communities in a culturally sensitive way.
- Demonstrated ability to integrate relevant knowledge that enhances the objectives of Aboriginal and Torres Strait Islander health.
- Skills and ability to collaborate effectively with participants, families, colleagues, stakeholders and other service providers.
- Ability to identify gaps in service and address the needs in a proactive and collaborative way.
- Advanced interpersonal and negotiation skills, oral and written communication abilities.
- Able to seek diverse information and adapt approaches to problem-solving.
- Ability to work independently and as part of a multidisciplinary team.
- Ability to work with high levels of professionalism and model the agreed values of the Hub consortia values.
- Strong administrative, time management and organisational abilities.
- Proficiency in computer applications (Windows, Word, Email, database applications).
- Competency in working with people and families from diverse cultural or community backgrounds, including First Nations Australians, people from LGBTIQ+ communities, and from remote and migrant communities.

Experience and Knowledge

- We are seeking Aboriginal and/or Torres Strait Islander applicants.
- Knowledge and experience of supporting people in a culturally sensitive way.
- Demonstrated knowledge and understanding of barriers and influences that affect Aboriginal Communities health and wellbeing.
- Demonstrated knowledge and understanding of Aboriginal cultural and social ways of life.
- Experience in working with Aboriginal and Torres Strait Islander Communities in a culturally safe and inclusive way.
- Comprehensive knowledge of mental health services, the not-for-profit and health and wellbeing sector, with awareness of industry-specific needs and compliance requirements.
- In-depth understanding of the social determinants of health and mental health recovery principles.



- Demonstrated experience in working with people in the context of moderate to increasing acuity mental health issues including best treatment options, support services, dual disabilities and co-morbidities.
- Demonstrated ability to develop and maintain linkages and networks with a range of government, community and corporate stakeholders to facilitate clear referral pathways.

Qualification/Registrations/Licences

- Minimum certificate IV in youth work, alcohol and other drugs, or a related field, or Diploma of Counselling.
- Current state-based driver's license.

Physical Requirements

- Sit for extended periods during client sessions, assessments, and documentation tasks.
- Capacity to travel locally within the Toowoomba region for outreach, stakeholder engagement, and service delivery.
- Manual dexterity and visual acuity required for computer-based tasks, including clinical documentation and telehealth delivery.
- Respond promptly and appropriately in crisis situations, which may require physical presence and mobility.
- Occasional lifting or carrying of materials (e.g., laptops, therapy resources) up to 5kg.



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.