



POSITION DESCRIPTION - EIPSR Towards Wellbeing Worker	
Part 1 – Expectations for Your Role	
Position	EIPSR Towards Wellbeing Worker
Service / Program	Mental Health AOD
Industrial Instrument	SACS - EACH Social and Community Service Employees Enterprise Agreement 2017
Instrument Classification	SACS Level 4
Reports to	Team Leader EIPSR
Effective Date	May 2025

Key Deliverables

- To deliver community supports as a member of a multidisciplinary Mental Health team that meets targets as identified by the Program Lead and Team Leader.
- Supporting a dedicated caseload in alignment with program KPI's.
- Assist clients to resolve and/or reduce barriers to stable self-care with low intensity community supports or access higher intensity/duration supports to achieve therapeutic outcomes.
- Develop and maintain effective relationships within the team and with external stakeholders to ensure clients receive the highest quality service.
- Engage with the clients to establish a strong therapeutic relationship that elicits cooperation in the provision of care and planning.
- Ability to test for eligibility for NDIS and support with application.
- Provide a holistic approach in consultation with the Team Leader, clients, carers, family, and Each peer workers.
- Office based role with outreach appointments, utilising fleet vehicles. Not a hybrid role, no work from home provision as this is a client facing role.

Skills

- Strong skills and knowledge of Mental Health in the Biopsychosocial Model of Health with strong communication, interpersonal, and relationship-building skills.
- Effective listening and a non-judgmental approach to communication.
- Ability to establish and maintain professional boundaries while maintaining empathy, compassion, and patience.
- Capacity to remain calm and act sensitively in situations involving distress or unpredictable behaviour.
- Creative and flexible approach to problem-solving.
- Team-oriented mindset with the ability to contribute to a positive and collaborative team culture.
- Ability to promote and uphold the rights, responsibilities, and recovery of program participants.
- Understanding of privacy, confidentiality, and ethical practice in mental health work
- Ability to collaborate effectively with clients, families, colleagues, stakeholders and other service providers.

Experience and Knowledge

- Minimum 2 years' experience in Mental Health and/or AOD sectors.
- Ability to deliver person centred support within a Multidisciplinary Mental Health Framework.
- Demonstrate understanding and experience of mental health services, interventions for responding to clients with complexity of needs and associated risk.



- Familiarity with systems and processes to support program operations, including documentation and reporting.
- Demonstrate a commitment to person-centred, recovery-oriented practice, treating individuals with dignity and respect.
- Knowledge of local community resources and the ability to work safely within those environments.

Qualification/Registrations/Licences

- Bachelor level (or equivalent) qualification in Mental Health, Community Health, Social Work, or a related discipline.
- Dual diagnosis qualification/experience preferred but not essential.
- Working knowledge of the relevant legislation, related policy, and awareness of current trends in mental health service delivery.
- Current state based full driver's license.

Physical Requirements

- **Office Environment:** Ability to sit for extended periods and use office equipment.
- **Office Mobility:** Ability to sit for extended, move around the office and attend meetings.
- **Travel:** Ability to walk up and down stairs, to get in and out of vehicle.
- **Light Lifting:** Ability to lift and carry up to 5-10 kg with appropriate manual handing (e.g., material aid, laptops or office supplies).
- **Visual & Auditory:** Ability to read documents and communicate effectively in person and via phone/video.
- **Travel:** Ability to travel between sites and for clients.