

POSITION TITLE	Mental Health Support Coordinator		
POSITION OVERVIEW	<p>The Mental Health Support Coordinator provides person-centred, recovery-focused support across all WCS mental health programs, ensuring cohesive, high-quality services for participants. This role involves working flexibly across the following programs:</p> <ul style="list-style-type: none"> • The Way Back Support Service (TWBSS): Providing up to 12 weeks of post-crisis support following a suicide attempt. • Transition to Recovery (TRec): Delivering tailored, flexible, recovery-oriented assistance to participants transitioning from acute care or preventing hospital admissions. This program operates 7 days a week from 9:00 am to 9:00 pm. • Step Up Step Down (SUSD): Delivering intensive community-based outreach to support recovery and prevent or manage hospitalisation. • Hoarding Advocacy Support Service (HASS): Providing advocacy and hands-on support for individuals experiencing hoarding-related challenges, including psychoeducation and group facilitation. • Commonwealth Psychosocial Support Program (CPSP): Delivering outreach and group-based support to enhance personal capacity, social participation, and community connections. 		
CLASSIFICATION	SCS 4	SERVICE AREA	Mental Health
EMPLOYMENT STATUS	<input type="checkbox"/> Full time <input type="checkbox"/> Part time <input checked="" type="checkbox"/> Casual		HOURS PER WEEK 38
LOCATION	Bowes Place		
IMMEDIATE MANAGER	Operations Manager, Mental Health and Tenancy Support		
INDUSTRIAL AGREEMENT	WODEN COMMUNITY SERVICE LIMITED ENTERPRISE AGREEMENT 2024		
REPORTING RELATIONSHIPS			
NO OF DIRECT REPORTS	0	NO OF INDIRECT REPORTS	0
KEY RELATIONSHIPS			
INTERNAL	Mental Health and Housing Team, Social Inclusion, Youth teams		
EXTERNAL	Mental Health Services, Justice Health, Drug and Alcohol Services		
KEY ACCOUNTABILITIES			
<ul style="list-style-type: none"> • Deliver recovery-focused, person-centred support, tailored to the unique needs of each program's participants. • Conduct comprehensive risk assessments and safety planning for service users. • Provide outreach services, including direct support, referrals, and hands-on assistance as required. 			

- Facilitate peer-based and psychoeducation group activities to empower participants and their support networks.
- Collaborate with external service providers and internal teams to ensure coordinated, holistic care.
- Monitor participant progress and maintain detailed, accurate records for reporting and evaluation purposes.
- Represent WCS mental health programs at external stakeholder meetings and community events.
- Contribute to the ongoing evaluation and quality improvement of all mental health services.
- Support effective communication between service users and external stakeholders to reduce barriers to sustainable tenancies and/or personal wellbeing.
- Provide practical, hands-on support with cleaning, organising, and waste removal to support participants in building skills to maintain a safe living environment.

EXPERIENCE & QUALIFICATIONS

Essential

- Minimum of Certificate IV in Mental Health or equivalent, with at least 1 years' experience in Mental Health field.
- ACT Working with Vulnerable People registration including NDIS.
- National Police Check.
- Strong knowledge of recovery-focused, trauma-informed, and person-centred practices.
- Effective communication skills (both oral and written) and good interpersonal skills to engage and build trust with diverse individuals.
- Experience in risk assessment, safety planning, and working collaboratively with other service providers.
- Ability to exercise judgement and discretion in handling sensitive and confidential enquiries and information.
- Demonstrated ability to establish rapport and build and maintain sound relationships with individuals, carers and families based on mutual respect and trust.
- Demonstrated understanding of professional boundaries, privacy and confidentiality.
- Demonstrated ability to work with limited supervision.

Desirable

- Knowledge of mental health and community resources in the ACT.

Other

- Ability to work outside normal business hours if required.
- Demonstrate at all times commitment to WCS' Purpose and Values, and follow the WCS Code of Conduct.
- Ongoing employment is subject to a satisfactory Police check and maintaining a current ACT Working with Vulnerable People registration.

Document History

Original: January 2025

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Version: V2

Employee's name

Signature

DATE