

POSITION DESCRIPTION

WELLBEING COACH

Division:	Specialist Services
Department:	Low Intensity Mental Health
Job Profile:	SPS Level 7
Award:	Social Community Home Care and Disability Services Industry Award 2010
Classification or Salary Band:	Level 3
Reports To:	Team Leader Low Intensity Mental Health

About Us

Ability Options is a not-for-profit organisation that is characterised by a strong Vision, continuous Mission, and universal Values. We keep the people we support at the centre of our hard work by providing Disability and Employment services across NSW. We offer vulnerable people high-quality services that foster their wellbeing and inclusion in the community. We pride ourselves on delivering a person-centred approach, highlighting people's right to both choice and self-determination. We have a passion to make an impact on people's lives. We champion all people to achieve their aspirations and goals, ensuring they are included in their chosen community and have access to a range of opportunities.

The Ability Options workplace is a safe and diverse environment that encourages strong leadership and innovation. People are our greatest asset, as our services create experiences and opportunities for our customers. Our personalised and responsive support is rewarding not only for people using our services, but also for our employees. We work alongside partners who share and exercise our Values of Trust, Inclusion, Respect, Courage and Leadership. Whether it is providing employment opportunities, giving work experience, or assisting people to live in various scenarios, we provide meaningful experiences, and inclusion for everyone.

Our Values



INCLUSION

We **embrace**, **encourage** and support **diversity** in everything we do



LEAD

We are a sector and service leader by **innovating**, **improving**, and **partnering** with others



COURAGE

We **act** on our **values** ensuring they are central to everything we do



RESPECT

We treat our participants, their families, communities, partners and each other with **dignity**, **appreciation**, and **recognition**



TRUST

We deliver on our promises, encourage feedback and work with **honesty** and **openness**

Primary Purpose

The Wellbeing Coach provides support to customers experiencing mental health challenges at a low-intensity level.

This role operates within a consortium group that provides a wide range of primary health services in the Mid-North Coast region.

Key Accountabilities

Organisation/ Sector Knowledge:

- Understand Ability Options' strategy and the contribution of this role to its success.
- Maintain competency and capability in assigned areas.
- Maintain extensive knowledge of consortium group and program obligations.

Planning:

- Develop and implement customer plans that align with the objectives of the LIMH program
- Ensure service delivery is well-organised and meets both customer and organisational/program expectations
- Contribute to planning of team workloads, ensuring efficient and effective use of resources

Leadership:

- Act as a role model by demonstrating professionalism, integrity and commitment to high-quality service delivery
- Provide informal mentorship to colleagues, offering support in areas such as caseload management and mental health expertise
- Proactively contribute to team development by participating in training, knowledge sharing and reflective practices

Communication:

- Maintain clear, professional and timely communication with internal and external stakeholders
- Engage in open dialogue with customers, colleagues and consortium partners, ensuring transparency and mutual understanding
- Address issues constructively and promote an environment where feedback is welcomed and utilised for improvement

Customer Support

- Deliver low-intensity mental health programs based on low-intensity CBT (Cognitive Behaviour Therapy).
- Provide care services within a Trauma-Informed framework.
- Maintain customer confidentiality.
- Build strong and professional interpersonal relationships with customers based on a high-trust environment.
- Ensure case notes are entered within best practice timeframes and that other externally determined KPIs are met.

Team Collaboration

- Develop and strengthen interpersonal relationships with colleagues and other internal stakeholders.
- Support team members with caseloads, backfilling, and sharing knowledge and expertise.
- Proactively engage in wider team-building activities.

Service Excellence

- Maintain awareness of and respond appropriately to Ability Options policies and procedures.
- Complete other duties as required by the reporting manager.
- Undertake training as required.
- Maintain strong subject matter expertise in Low-Intensity CBT and other associated knowledge fields.

Financial Sustainability

- Ensure all services are delivered within agreed budget and provide value for money.
- Ensure timely processing of all revenue claims (where required).
- Ensure own and team targets and KPIs are achieved.

Risk Management - Compliance - WHS:

- Ensure compliance with all internal and external quality, contractual and legislative obligations.
- Ensure all operations are risk assessed and conducted safely.
- Ensure all activities consider and promote the physical and psychological safety of Ability Options people and other stakeholders.
- Monitor, address and escalate (where required) any workplace health and safety risks.
- Model, and assist with implementing, safe work practices that comply with relevant legislation.

Position Dimensions

This position has no direct reports.

Freedom to Act is subject to Delegation Policy, relevant legislation, regulations, Ability Options policy and procedures, in conjunction with CEO directives.

Exercise judgement and initiative.

Financial delegations as per Ability Options policy and within agreed budgets.

Key Relationships

- | | | |
|----------------------------------|------------------------------------|-----------------------|
| • Senior Manager/General Manager | • Team Leader LIMH | • Other Managers |
| • Other Employees | • Clients | • Consortium Partners |
| • Relevant Government Agencies | • Relevant non Government Agencies | |

ESSENTIAL CRITERIA

- Certificate IV in Mental Health or equivalent.
- Experience in providing mental health support.
- Proficient in using fit-for-purpose technologies, including MS Office 365, CRMs, and smartphone-based applications.
- High level of dependability, integrity, and the ability to manage professional boundaries.
- Strong communication and interpersonal skills.

DESIRABLE CRITERIA

- Lived experience in mental health challenges.
- Strong adaptability and flexibility in the workplace.
- Ability to maintain work-life balance and manage personal health and wellbeing.

COMPLIANCE REQUIREMENTS

DOCUMENT	REQUIRED	OTHER RELEVANT INFORMATION
NDIS Worker Check	No	Not a NDIS funded program
Police Check	Yes	
Working With Children Check (NSW)	No	Supports over 18 clients only
First Aid Certificate (min. HLTAID011)	No	
CPR Certificate (min. HLTAID009)	No	
Driver Licence (NSW – minimum P2)	Yes	
Motor Vehicle Registration Documents	Yes	
Comprehensively Insured Vehicle	Yes	
Professional Qualification	Yes	If yes, please specify: Cert IV in Mental Health

SIGN OFF

Employee Name:

Signature:

Date:

VERSION CONTROL

PD DEVELOPED BY: Brian Frost – Senior Manager, Specialist Services

PD APPROVED BY: Mark Chaffey – Chief Operating Officer – Specialist Services

REVIEWED BY HR: Kelly Kean – Senior Manager, HR Operations

PD EFFECTIVE DATE: August 2024