

## POSITION DESCRIPTION - *Wellbeing Manager*

### 1. Primary purpose of the role

The Wellbeing Manager is responsible for providing initial wellbeing advice, response and referral to appropriate external health pathways for all Disaster Relief Australia (DRA) volunteers and employees (DRA members). This position will also be responsible for refining existing and establishing new systems and processes in relation to DRA member wellbeing.

### 2. Key accountabilities

- Provide initial response, support and referral to appropriate external health pathways (as required) for all DRA members in a confidential manner and in accordance with DRA values.
- Build capability in DRA leaders to support their understanding of the process for providing mental health, wellbeing and psychosocial support to DRA members and DRA Incident Management Team (IMT) during deployment and in peacetimes.
- Identify, recruit, train and manage Wellbeing Associate resources for Disaster Relief Team's (DRTs) and during deployments. This includes identifying an appropriate Wellbeing Associate for each deployment wave and providing support pre-deployment, during deployment and post-deployment.
- Contribute to the development of appropriate training packages in mental health and wellbeing for all DRA members in collaboration with DRA's Medical Director and/or DRA leadership team.
- Refine existing and develop new systems and processes that support the capturing of data relevant to the scope of this role. This also includes regular reporting on data to inform decision making.
- Establish new and refine existing protocols relating to the escalation of mental health support requirements based on an individual's needs.
- Maintain and establish external mental health support networks to facilitate appropriate referrals.
- Contribute to the development of training and induction materials related to DRA volunteer wellbeing and support options to enhance wellbeing and resilience. This includes developing and implementing wellbeing initiatives that build resilience, culture development and leadership development.
- Provide Subject Matter Expert advice as required for DRA members who are the subject of DRA's Quick Assessment (QA) process.
- Create partnerships and/or liaise with appropriate community services in the affected disaster area as appropriate and directed.
- Work with community members to promote and enhance resilience and wellbeing.
- During deployments, identifying anyone at risk in the community and provide prompt support and refer to relevant external services as required.

### 3. Key challenges

This position is required to support operational deployments in disaster-impacted communities, where many are still actively traumatised by loss and disruption of lifestyle.

This position will be responsible for proactively enhancing DRA member health by providing strategies for ongoing wellbeing, development and self-care and not just managing reactive situations of negative mental health.

#### 4. Key relationships

This position will report directly to the Medical Director. Other key relationships include:

- Chief Operating Officer
- General Manager, Field Operations
- General Manager, Disaster Relief Teams
- Theatre Commanders, Mission Commanders and IMT personnel
- Safety Manager
- Human Resources Manager

#### 5. Capabilities for the role

##### People

- Manoeuvre comfortably through complex policy, process and people related organisational dynamics.
- Building partnerships and working collaboratively with others to meet shared objectives.
- Creating and contributing to a healthy culture and safe (physically and psychologically) working environment where people are motivated to do their best to help the organisation achieve its objectives.
- Relating openly and comfortably with diverse groups of people.
- Ability to maintain own motivation and self-care when tasks become difficult.
- Ability to provide leadership, direction and identify team members to delegate responsibilities to.

##### Self

- Qualifications and experience working in a Social Worker or Mental Health clinical role.
- Ability to gain the confidence and trust of others through honesty, integrity, and sincerity in all interactions.
- Adapting approach and demeanour in real time to match the shifting demands of different situations.
- Being self aware and able to manage their own needs and seek support as needed.
- Being available, approachable, and providing information that is relevant to a member's individual needs whilst upholding DRA values at all times.
- Prior experience working in defence will be highly regarded.

##### Thought

- Building strong customer relationship and delivering customer centric solutions
- Making good and timely decisions that keep the organisation moving forward and allow individuals the time and support needed.
- Anticipating and balancing the needs of multiple stakeholders without losing sight of the objectives of DRA

##### Results

- Planning and prioritising work to meet commitments aligned with organisational goals.
- Holding oneself and other accountable for meeting commitments.

- Knowing the most effective and efficient processes for getting things done, with a focus on continuous improvement, ongoing professional development and self care.
- Providing clear communication regarding Wellbeing Associate role expectations (especially on deployment).
- Documenting and reporting on activity to ensure visibility and to inform future decision making.