



Job Description Mental Health and Wellbeing Officer Level 4

Position Number 10003182

Division Accessibility and Learning

Branch Accessibility & Learning
Support

Location Northbridge

FTE 1.0

Agreement/Award *Government Officers' Salaries, Allowances and Conditions Award 1989*
Public Sector CSA Agreement 2024 or as replaced

Leadership Context
Personal Leadership

Reporting relationships
Reports to: Manager Accessibility and Learning
Support

Direct Reports: Nil.

Indirect Reports: Nil

Key Role Statement

The Mental Health and Wellbeing Officer is a student-facing role responsible for providing wellbeing support, crisis response, and referral assistance to all TAFE students, including youth, adult, and mature-age learners, across multiple campuses. The position delivers proactive and responsive mental health and wellbeing support; however, it does not provide counselling or clinical therapeutic interventions.

The role promotes student wellbeing, safety, inclusion, and engagement through early intervention, coordinated support, and collaborative practice. The Mental Health and Wellbeing Officer assists students to identify, articulate, and manage their wellbeing and support needs by translating requirements arising from school, community, and other environments into the adult learning context, and by facilitating connections with appropriate internal and external support services.

The position works collaboratively with NMTAFE staff to provide practical guidance and support across all program areas, including—but not limited to—youth cohorts. The Mental Health and Wellbeing Officer contribute to the college's commitment to fostering a safe, inclusive, and supportive learning environment through active engagement, effective communication, and student-centred practice.

NMTAFE has adopted [Leadership Expectations](#) which provides a common understanding of the mindsets and expected behaviours required of all our employees and the public sector. NMTAFE's leadership context for this role is [Personal Leadership](#).

Key Responsibilities

- Assess and prioritise students' wellbeing support needs, undertaking timely interventions for those at risk and referring students to appropriate support services as required.
- Act as a liaison for students experiencing disability, medical, mental health or other wellbeing-related support needs, temporary or ongoing, ensuring coordinated and consistent communication between Accessibility and Learning Support, lecturers, and external support services.
- Monitor and confirm wellbeing arrangements for under-18 students where appropriate to ensure their safety and wellbeing as appropriate.
- Work closely with Accessibility and Learning Support to ensure students with additional support needs are registered and connected with relevant internal and external services.
- Offer guidance, direct support and strategies to assist lecturers with managing student wellbeing concerns within the classroom, particularly within youth programs and youth cohorts.
- Implement support for students at imminent risk or experiencing crisis incidents, by leading the de-escalation response, providing triage and need assessments, coordinating with internal teams, and facilitating access to additional support where necessary.
- In consultation with the Mental Health and Wellbeing Consultant, develop and implement safety and referral plans in collaboration with Accessibility and Learning Support, ensuring a secure and supportive environment for all students.

Other

- Demonstrate an awareness of, and acts in accordance with, the Work Health and Safety laws, Public Sector Standards and Equal Employment Opportunity principles.
- Behave and formulate decisions in line with the Public Sector Code of Ethics, NM TAFE Code of Conduct and NM TAFE Values.
- This position provides wellbeing support, crisis response, and referral. It does **not** provide counselling, therapeutic intervention, or diagnostic mental health services. Students requiring specialist support will be referred to appropriate internal or external providers.
- Promote the Mental Health and Emergency Response Process to all students and staff
- Support the Mental Health and Wellbeing consultant with internal mental health and wellbeing referrals, training and activities (e.g. with the Student Assistance Program)
- Undertake other duties as required aligned with the scope and level of the position.

Our Values



Respect



Integrity



Student centred



Accountability



Innovation



Professionalism

Our Culture

The idea of a culture of caring encompasses many things: leaders caring about employees, employees caring about each other and students, and employees caring about why we do what we do.

Caring focuses on building relationships and mutual trust in a collaborative and welcoming workplace where people help and support one another while demonstrating an agreed set of values. Part of your role is to nurture a caring culture.

Selection Criteria**Essential**

1	Tertiary qualifications in social work, psychology, youth work, or a related work experience.
2	Demonstrated experience in responding to mental health crises and managing complex wellbeing issues, with a focus on crisis intervention and support strategies.
3	Excellent communication and interpersonal skills, with the ability to build rapport and provide support, advice and guidance to students and staff.
4	Proven experience in collaborating with multidisciplinary teams and liaising with external services for mental health, social services, and other community support.
5	Strong organisational and time management skills, with the ability to use initiative and meet deadlines.

Desirable

- Experience in an educational or vocational setting.
- Experience supporting diverse learner groups, such as youth and adult.
- Familiarity with mental health related case management.
- Mental Health First Aid Certification.

Other Requirements

- May be required to work from any College campus location.
- Will be required to undertake a Working with Children Check and a National Police History Check.

Certification

The details contained in this document are an accurate statement of the position's responsibilities and requirements.

Business Area Director

Name Kim Hansen
Date 30 March 2026

Delegated Authority

Name Kelly Edwards
Date 25 March 2026
