

# Wellbeing Champion Role Description

 [healthymindmenu.au](https://healthymindmenu.au)

 Back of House, Front of Mind Podcast

 @healthymindmenu



A Wellbeing Champion is a staff member who helps promote mental health, safety and positive culture within the venue.

They act as a point of contact for wellbeing initiatives, help normalise healthy conversations, and support small actions that strengthen the workplace environment.

This role can be:

- Voluntary
- A recognised responsibility with rostered time
- A paid allowance or benefit (venue decision)

Venues may choose to offer:

- Additional paid time, a small allowance, or recognition incentives
- Training opportunities (e.g., MHFA, HMM Leadership Training)
- Access to HMM workshops or online learning modules

## Role Purpose

To support a mentally healthy, safe, and positive workplace by encouraging wellbeing initiatives, facilitating communication, and helping staff access the right resources.

# Key Responsibilities

- Promote a culture of care and respect
- Support Healthy Mind Menu wellbeing actions (e.g., check-ins, posters, resources)
- Help identify early warning signs of fatigue or stress (MHFA'er)
- Encourage staff to use wellbeing tools and crisis cards
- Assist supervisors in responding to customer aggression or difficult moments
- Lead or support quick grounding or reset moments during service
- Help new staff understand wellbeing expectations at induction
- Participate in monthly wellbeing reviews with supervisors/management
- Keep the team informed of HMM resources available
- Encourage staff to share ideas for improving culture and support

## Optional Expanded Responsibilities

(For venues offering training or higher involvement)

- Undertake Mental Health First Aid (MHFA) Training with Healthy Mind Menu
- Complete HMM Leadership Course
- Attend HMM workshops and bring learnings back to the team
- Co-design wellbeing initiatives with management
- Contribute to WHS psychosocial risk checks

## Skills & Qualities

- Warm, respectful communication
- Ability to listen without judgement
- Calm presence under pressure
- Reliability and consistency
- Interest in mental health and wellbeing
- Commitment to confidentiality where appropriate

Not required, but helpful:

- Previous leadership or supervisory experience
- Comfort speaking with staff one-on-one

# Time & Commitment

Recommended:

- 1-2 hours per week of informal support and check-ins
- Attend occasional meetings with supervisors/management
- Support wellbeing culture during shifts in small, consistent ways

Venues can adjust this based on size and operational needs.

## Benefits for the Champion

- Recognition as a wellbeing \*leader/ Peer-Support/ Wellbeing Champion
- \*Access to HMM training and resources when your venue signs up as a member
- Opportunities for professional development
- Strengthened communication and leadership skills
- Meaningful contribution to workplace culture

# Nomination Process

Anyone can nominate:

- Self-nomination: *"I'd love to take on the Wellbeing Champion role."*
- Peer nomination: Team members can recommend a colleague.
- Management nomination (with staff agreement).

Selection should be based on:

- Genuine interest in wellbeing
- Trust and rapport with staff
- Calm, supportive presence

Once selected, provide the champion with:

- Access to HMM Online Hub
- Support cards and posters
- Role expectations
- Optional training opportunities

# Support From Healthy Mind Menu

Wellbeing Champions are encouraged to access:

- Free Toolkit & downloadable resources
- Healthy Mind Menu Pyramid Course
- HMM Leadership Program
- MHFA Training
- Workshops and ongoing education

## FOR MORE INFORMATION

Visit the Healthy Mind Menu Online Hub:

[healthymindmenu.org.au](http://healthymindmenu.org.au)