

## Position description

Title of the role:	After Hours Agent
Classification:	SCHADS Level 3 Schedule B
Program Area:	Quality and Safety
Location:	Flexible, based at any Wellways location (QLD, NSW, ACT, VIC or TAS)
Reports to:	NDIS Specialist and After Hours Team Manager
Last Revised:	May 2024

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### About Wellways

Wellways Australia is a leading not-for-profit organisation dedicated to ensuring all Australians lead active and fulfilling lives in their community. We work with individuals, families and the community to help them imagine and achieve better lives. We advocate for change to make sure people can access the best possible care and information when they need it. We provide a wide range of services and assistance for people of all ages with mental health issues, disabilities, and those requiring community care.

Wellways is an equal opportunity employer that offers generous salary packaging and opportunities to undertake professional training and development. People with lived experience, Aboriginal and Torres Strait Islander people, and people from culturally and linguistically diverse backgrounds bring highly valued skills to our workforce.

### Our Values

#### Honesty:

- We are open and sincere in all interaction
- We show care and consideration to all our stakeholders
- We take responsibility for our actions

#### Acceptance

- We champion and respect all voices and choices
- We accept people no matter how complex their needs
- We see the person, the family and the community

#### Fairness:

- We believe everyone has the right to equal opportunities
- We challenge social injustice and advocate for change
- We collaborate to solve problems

#### Commitment:

- We are committed to our work and we won't give up
- We have the courage to make decisions and are accountable for our actions
- We dare to go down new roads and challenge accepted wisdom

## Participation:

We promote participation and transform lives and communities  
We value the expertise and contribution of everyone we work with  
We build knowledge and lead conversations

## Our approach to service delivery

Our recovery services are guided by our values and informed by our Well Together Model. This approach means we work at 3 levels, with the individual, with their families and friends and with the community. Well Together recognises that developing skills, building confidence and strengthening relationships will help people to recover and to live independently. The model provides an evidence-based approach to create individually tailored, effective recovery support packages. Wellways assists individuals to develop the capacity to manage their own wellbeing, equip family and friends with information and skills, and engage community members in support networks.



## Advocacy Services

We have a strong advocacy program, informed by the lived experience of people with mental health issues or disability, their families and friends. Members of Wellways play a vital role in developing our advocacy platform. We advocate for systemic change that will create better conditions and improved opportunities across the range of services and supports we offer, including people and their families living with mental health and / or disabilities, and carers.

All our recovery services and advocacy programs:

- Support and create opportunities for recovery
- Value cultural diversity
- Value peer participation and leadership (participant and carer)
- Are underpinned by evidence-based best practice

## Position Summary

The After Hours Agent will provide staff and participants a centralised point of contact after business hours. The hours of operation are between the hours of 4pm and 9am Mon – Fri and 24 hours Saturday, Sunday and Public Holidays on a rotating roster.

Key responsibilities of the role include:

- Offer Wellways staff support and guidance during after hours across the various programs that Wellways delivers including but not limited to
  - Supporting staff with IT related questions, issues, requests, and problems
  - Managing tickets through IT Service Management tool and Touchpoint
  - Manage Carer Gateway and Brokerage referrals and requests
  - General staff support as required
  - Rostering and shift changes
  - Incident reporting
  - PRN approvals as required
  - Escalation of serious events
- Administration support and tasks required after hours to support Wellways CDS business functions
- Reporting and documentation

For these reasons it is essential the candidate demonstrate:

- Excellent customer service skills
- Excellent communication skills and empathy with staff
- General IT knowledge and understanding of Wellways Applications

## Responsibilities

Key Functions	Key Performance Indicators
<b>After Hours Support</b>	<ul style="list-style-type: none"> <li>• Provide first level support for staff, which encompasses solving basic problems</li> <li>• Triage tickets that come via email, telephone or support portal and log using ITSM tool</li> <li>• Escalate complex ticket to Level 2 and Level 3 support</li> <li>• Identify areas where FAQs and User Guides would be helpful and work with Service Delivery Manager to create and maintain Knowledge Base Articles</li> <li>• Assisting with rostering and shift changes</li> <li>• Management of all intake, enquiries, referrals and rostering of Carer Gateway and brokerage services requested after hours</li> <li>• Calls are escalated to the appropriate Wellways senior staff member where necessary</li> <li>• Incident reporting as required</li> <li>• Supporting staff through the PRN medication approval process</li> <li>• Engaging Wellways staff in urgent situations</li> <li>• Provide thorough handover and information to regions where applicable at the end of every shift</li> </ul>
<b>Relationship management and customer service orientation</b>	<ul style="list-style-type: none"> <li>• Liaise with internal and external stakeholders for escalations</li> <li>• Provide accurate and customer focused service to all stakeholders</li> <li>• Ensures appropriate levels of communication are achieved</li> <li>• Ensuring Incident reporting is a high standard</li> <li>• Ensure that all case noting is up to date, comprehensive, accurate, compliant and secure</li> <li>• Action all requests in a timely manner</li> <li>• Maintain a high level of customer satisfaction</li> </ul>
<b>Team Effectiveness</b>	<ul style="list-style-type: none"> <li>• Supporting an effective team environment of collaboration, co-operation, respect, and mutual support.</li> <li>• Support the on-going development of an environment based on shared accountability and effective knowledge sharing.</li> <li>• Ensure the on-going review of customer needs to maintain an effective service.</li> <li>• Actively participate in team meetings, service planning sessions, Performance Development and Review (PDR) supervision and staff development activities.</li> <li>• Participate in continuous improvement processes for the purpose of enhanced service delivery.</li> </ul>

Essential Requirements, Knowledge, Experience and Skills

<p><b>Qualifications &amp; Essential requirements</b></p>	<ul style="list-style-type: none"> <li>• Relevant Tertiary Qualifications, or equivalent experience</li> <li>• Sound ICT skills</li> <li>• Demonstrated excellent interpersonal and communication skills</li> <li>• Demonstrated capacity to provide excellent customer service as part of a team</li> <li>• Strong organisational and time management skills with a demonstrated ability to prioritise and complete assigned tasks in a timely manner</li> <li>• Satisfactory National Police Records check</li> <li>• Satisfactory Working with Children Check</li> <li>• Right to work within Australia</li> <li>• NDIS Worker Orientation Module Certificate</li> <li>• NDIS Workers Screening check</li> <li>• Proof of identity</li> <li>• Child Safety and Personal History Screening Check (Licensed Care Services)</li> </ul>
<p><b>Technical Knowledge and Experience</b></p>	<p>Required:</p> <ul style="list-style-type: none"> <li>• Attention to detail and high level of accuracy</li> <li>• Ability to work without supervision</li> <li>• Ability to deal with change and ambiguity and have the capacity to be a lateral thinker and problem solver.</li> <li>• Process oriented with focus on continuous improvement</li> <li>• Demonstrated capacity to provide excellent customer service as part of a team</li> <li>• An ability to work with culturally and linguistically diverse communities and individuals</li> <li>• Commitment to best practice</li> </ul> <p>Desirable:</p> <ul style="list-style-type: none"> <li>• Prior experience working within the Mental Health industry or community services based organisation</li> </ul>

<p><b>Skills</b></p>	<p><b>Analytical</b></p> <ul style="list-style-type: none"> <li>• Strong analytical and decision-making skills to support effective service delivery</li> <li>• High-level problem-solving skills and a strong work ethic, with the ability to multitask and work independently.</li> </ul> <p><b>Organisational and Planning</b></p> <ul style="list-style-type: none"> <li>• Excellent organisational and prioritisation skills.</li> <li>• Able to identify more and less critical activities and operate accordingly, reviewing and adjusting as required.</li> <li>• Able to plan and prioritise work to ensure outcomes are achieved.</li> <li>• Takes the time to think things through</li> </ul> <p><b>Interpersonal</b></p> <ul style="list-style-type: none"> <li>• Strong skills in developing and maintaining relationships with staff and other key stakeholders.</li> <li>• Able to see things from others point of view and confirm understanding of that point of view.</li> <li>• Able to express personal views in a constructive and diplomatic manner.</li> <li>• Able to reflect on how one's own emotions impact on others</li> </ul>
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## Additional Information

This position description may be modified from time to time to reflect organisational changes. Any changes will be discussed and agreed with the incumbent.

Financial Delegation:	As per delegation schedule
People – Number of Directs:	0
Travel Percentage:	As Required
On Call:	n/a
Special Requirements:	n/a

## Attachment 1

