

Position description

Title of the role:	Coordinator Intake
Classification:	SCHADS Level 6 Schedule B
Program Area:	Carer Services
Location:	Campbelltown (NSW) or Upper Mount Gravatt (QLD)
Reports to:	National Manager Carer Gateway Contact Centre
Last Revised:	October 2025

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 a fair go
- 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

Recovery Services

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 for people with a mental health issues and their families.

All our recovery services and advocacy programs:

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

About Carer Gateway Service

Carer Gateway was first introduced in 2015 as a website and phone line to help carers find and access support to help them in their caring role. With the Australian Government's commitment to continue improving carer services, an extensive four-year consultation process with carers and the sector was undertaken.

This process found that the best way to support carers is to help them early in their caring role. Through a range of tailored supports and services, carers can be supported to manage their daily challenges, reduce stress, plan for the future and ultimately improve their wellbeing.

This resulted in an updated Carer Gateway service model, which is what it is today. The full Carer Gateway service was introduced in a two-phased approach from July 2019.

Phase one included the introduction of new online and phone-based supports including free phone counselling, online peer support, self-guided coaching, and practical educational resources. These supports aim to improve carer wellbeing, skills and knowledge.

Full roll-out was implemented in April 2020, to include the delivery of in-person services through organisations across Australia known as Carer Gateway service providers.

Carer Gateway aims to provide the same level of support and services to all carers across Australia no matter where they live.

Carer Gateway Services consist of 6 unique service types:

1. Carer Support Planning: Intake needs assessment and planning
2. Carer Coaching
3. In-person peer support
4. In-person counselling
5. Carer-directed support packages
6. Emergency respite care

Position Summary

The Coordinator Carer Intake and Planning role is responsible for a high level oversight of all the call centre operations, across the Wellways Carer Gateway Service areas. The objectives for this role is to ensure that the call centre maintains its 24/7 operations across both the Queensland and NSW sites. The contact centre will operate in accordance with the requirements as outlined in the Carer Gateway service providers operating manual and Wellways service design and operations manual.

The new Carer Gateway Services have been created in the context of national reforms and represent an exciting new era for the delivery of innovative carer services.

Reporting to the National Manager Carer Gateway Contact Centre and working under limited direction this role is responsible for:

- In collaboration with the National Manager, manage contact centre budgets and service volumes
- Support individual training and development plans for the team members
- Leading Contact Centre operations in a fast paced environment that is challenging and changing continuously
- Work collaboratively with the Contact Centre Coordinators as a united Leadership team
- Ensure the contact centre operations delivers the required performance and is committed to delivering a great customer contact experience through a variety of channels including; phone, email, video, face to face and paper based correspondence
- Lead and manage the Intake and Registration Officers to ensure that the carer experience of intake is timely, friendly, professional and a consistently high quality service.
- Design innovative and quality service offerings
- Oversee and implement the DSS Carer Support Framework
- Develop community partnerships and support the engagement of diverse groups of Carers, including people from young carers, rural location, Aboriginal and Torres Strait Islander Communities, people who identify as Lesbian, Gay, Bisexual, Trans*, Intersex and Queer (LGBTIQA+), people from multicultural communities and young people
- Review service delivery carer satisfaction surveys and feedback providing National Manager with recommendation for continual improvement
- Monitoring and reviewing service quality and performance and reporting against objectives and providing regular and effective reports to National Manager

Critical to success in this role is the incumbent's ability to;

- Understand the nature of the caring role and evidence based, best practice supports that enable carers to sustain in their caring role and enhance their own wellbeing and identity
- Understand, advocate for and lead the implementation of the carer peer workforce, prioritizing the employment of carer peers at every point
- Understand the national carer policy, legislation and service landscape
- Effectively engage with a wide range of stakeholders, including consortium partners

Refer to Attachment 1 for a reference to the Wellways organisational structure.

Responsibilities

Key Functions	Key Performance Indicators
Provide the effective management and leadership of Call Centre Operations	Key business deliverables: • Lead and manage the team of Intake and Registration Officers in day to day operations • Ensure the Contact Centre maintains its operations 24/7 in accordance with the requirements as outlined in the Carer Gateway operating manual and Wellways service design • Establish, implement and oversee Contact Centre operational guidelines, systems and processes • Develop, implement and monitor systems the ensure Carer Support Framework and program guidelines are adhered to • Ensures service volumes are continually reviewed and expectations are met with optimum levels of quality & service delivery • Building and maintaining effective internal and external stakeholder relationships to support the delivery of a 24/7 service • Maintain open and honest channels of communication at all levels across the contact centre to facilitate information sharing, data analysis and transparency of referrals • In collaboration with the Carer Gateway Business Intelligence team provide National Manager with monthly reports outlining Contact Centre data • Develop processes to ensure Intake and Registration officers advise individuals and families of all relevant service options and refer clients and families to other agencies or services if appropriate • Create and maintain clear and concise client and organisational records • Works in accordance with Wellways and Carer Gateway policies, procedures and quality management system • Under the direction of the National Manager utilise operating budgets within agreed limits • Ensure that service delivery targets are met within your service delivery area • Ensure the effective capture of program data in Wellways' CMS • Provide reports to the Carer Gateway Leadership team on all of the above

Quality Drive and support the overall effectiveness of Wellways Carer Gateway Services in-person counselling model, services and activities ensuring that they reflect Wellways values, best evidence-based practice, demonstrate innovation, are evaluated and are accountable to funding bodies	• Identify and instil best practice, processes and systems and drive continuous a improvement environment • Ensure effective and consistent communication throughout the team, encourage feedback and customer insight in order to enhance the customer experience. • Embed a performance culture, framework and review processes to achieve service levels and improvements against set targets • Prepare reports and analyse contact centre data to improve processes, ensure resources are property allocated and maximize efficiency and customer satisfaction • Review Service Delivery Carer satisfaction surveys and feedback and providing regular and effective reports to National Manager • Ensure that carers have access to a effective complaints management system, that is linked to consortium partner systems • Adopt a continuous quality improvement approach • Adopt co-design methodologies to develop, implement and review quality improvement processes, including but not limited to experience of service surveys to ensure that services remain aligned with need • Mandatory reporting requirements when a disclosure of harm to self, others or a child occurs. • Monitoring the risk profile within the areas of responsibility and making recommendations and taking action to ensure that risk management strategies are developed and implemented e.g. complaints grievance • Implementing and ensure effective work health and safety adherence to all legislative requirements
Leadership	• Lead and manage Intake and Registration Officers to ensure that the carer experience of intake is timely, friendly, professional and a consistently high quality service. • Leading and supporting an effective team based ethos of collaboration, co-operation and mutual support • Leading an environment based on shared accountability and effective knowledge sharing • Leading all Wellways team members with the Wellways Values proposition a focus in all interactions

People Management and Development Developing people capability and supporting the integration of organisational values to support cultural excellence. This will require a hands on approach to achieve high performance outcomes	• Provide leadership, development and coaching of Intake and Registration Officers. Actively engaging and supporting the development of your team to ensure quality service is delivered • Implementing effective formal supervision, professional development, and performance development review frameworks to support professional development opportunities for staff • Ensuring Wellways values are reflected in all interactions with people and organisations
Advocacy Ensuring active intervention in health promotion and advocacy	• Representing Wellways in a variety of settings, including national and international forums • Supporting lived experience advocacy

Essential Requirements, Knowledge, Experience and Skills

Qualifications & Essential Requirements	• Tertiary Qualification in a relevant field of study and minimum 3 years' leadership experience • Experience in high volume operational environments • Appropriate IT skills • Satisfactory National Police Records Check (within the last 12 months) • Working with Children's Check (Blue Card – QLD) • NDIS Worker Screening Check (Yellow Card – QLD) • Right to Work within Australia • 100 Points ID • NDIS Code of Conduct (Orientation Module) • Available to participate in out of hours activities as required to undertake the requirements of the role
Technical Knowledge and Experience	Required: • Thorough understanding of the caring role and evidence based, best practice carer supports that enable carers to sustain in their caring role and enhance their own wellbeing and identity • Demonstrated knowledge of caring roles and the impact on carers health and wellbeing to determine support requirements • Thorough understanding of the carer peer workforce, models of carer peer support and supervision • Experience in coordinating responsive individualised support to individuals, families, young people and children with caring roles • Demonstrated skill in establishing empowering and supportive partnerships with individuals, families, young people and children with caring roles • A commitment to family centred practice and maximising the opportunities and support for people within their local communities. • Experience in Contact Centre and Emergency Respite leadership in a service delivery environment • Ability to multitask and remain calm under pressure, especially during peak hours or intense situations • Strong coaching and leadership skills, ability to motivate employees • Decisiveness and attention to detail • Proficiency with necessary technology, including computers, software applications, phone systems, etc. • Demonstrated team leadership skills and experience • An understanding and demonstrated commitment to social inclusion and diversity

Skills	Leadership • The ability to communicate and model a vision that generates enthusiasm and commitment • Action oriented, and able to drive innovative solutions • The ability to identify potential issues and setbacks and guide colleagues to optimise outcomes • Expertise and leadership experience in development and delivery of Contact Centre and Emergency Respite operations • The ability to identify potential issues and setbacks and guide colleagues to optimise outcomes Strategic planning • Participate and contribute to planning activities Communication • Partnership, participation and negotiation - An ability to liaise, consult and negotiate effectively including an ability to encourage participation and develop effective partnerships with stakeholders. Proven ability and experience in representing organisations. • Effective communication skills, verbal and written, including the ability to develop reports, funding submissions and recommendations on complex service issues, public speaking and conference presentations. • Exceptional interpersonal, customer service, problem-solving, verbal and written communication, and conflict resolution skills
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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: up to 20

Travel Percentage: Occasional travel between contact centres required. A company vehicle will be provided for local travel.

On Call: After-hours on call requirement

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Attachment 1

