



Position description

Title of the role:	Quality Lead
Program Area:	Clinical and Quality
Location:	Flexible, based at any Wellways location (QLD, NSW, ACT or TAS)
Reports to:	National Clinical and Quality Manager
Last Revised:	November 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 interactions
- We show compassion 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 assist 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

Under the support and direction of the National Clinical and Quality Manager, and sitting within the organisational Quality and Safety team, our Quality Leads will lead our organisational response to quality and evaluation activities across a range of programs including our specialist mental health services, Consumer Directed services and Child Safety programs.

The Quality Lead will contribute on an organisational level to improvements within the service, whilst bringing a regional lens to the work, as they partner with service delivery to provide quality support to either the QLD, NSW/ACT or VIC/TAS teams. The Quality Lead position holds blended responsibility for day-to-day quality support along with a project focus for broader quality improvements across the organisation.

The Quality Lead provides guidance and support to Wellways teams on best practice approaches to quality and safety, including the following key responsibilities:

Operational -

- Promote and support engagement with our quality and safety systems in the organisation including our Feedback Management System, Incident Management System, and Continuous Quality Improvement systems.
- Support for our teams and participants in the resolution of complaints (response, investigation, analysis)
- Responding to, and implementing improvement activities that arise out of incidents within the organisation including review of high-risk incidents and undertaking sentinel reviews (response, investigation, analysis)
- Contributing to quality reporting across multiple levels in the organisation (regional, executive and board reports) and providing analysis to support continuous improvements and improved participant outcomes
- Improving local responses and education on data health in our programs including tracking of minimum data set
- Facilitating Communities of Practice to share practice and wisdom and build process efficiencies

Projects -

- Leading a range of projects related to quality improvement activities including project design, convening and chairing working groups, solution design and co-production of new initiatives or improvements to current practice development and consolidating of practices
- Leading quality improvement activities related to audit findings or incident reviews within a regional setting (QLD, NSW/ACT, VIC/TAS), engaging with frontline service delivery teams, managers and external stakeholders to consult and develop improvements to service

Refer to Attachment 1 for a reference to the overall Wellways organisation structure and for the relationship lines in context of the role.

Responsibilities

Key Functions	Key Performance Indicators
<p>Complaints Management</p> <p><i>ensure complaints are managed in accordance with Wellways values and practice principles</i></p>	<ul style="list-style-type: none"> • Undertake complaints management process including: <ul style="list-style-type: none"> ○ Ensuring response in accordance with legal, risk and compliance requirements ○ Liaising with participants, carers, family and external services to ensure comprehensive investigation and effective resolution of complaints ○ Supporting Wellways staff and managers to ensure comprehensive investigation and effective resolution of complaints ○ Utilising Wellways Complaint Management System and research skills to assess complaints and make decisions and/or recommendations on how to resolve the complaint; • Monitor incoming complaints and status to ensure high-risk complaints are escalated to the appropriate manager and escalate any delays or workflow obstacles with line managers and senior managers; • Identify systemic issues and recommend and act on process improvements related to deliver better practice, service efficiencies and continuous improvement; • Contribute to reports, projects, presentations, and other administrative work as required; and • Contribute to education and training in relation to the effective handling of complaints.
<p>Incident Response</p>	<ul style="list-style-type: none"> • Liaise with Wellways staff and managers to ensure comprehensive response to incidents, particularly high-risk incidents • Monitor incoming incidents and status to ensure high-risk incidents are escalated to the appropriate manager and escalate any delays or workflow obstacles with line managers and senior managers • Identify systemic issues and recommend and act on process improvements related to deliver better practice, service efficiencies and continuous improvement • Contribute to reports, projects, presentations, and other administrative work as required; and • Contribute to education and training in relation to the effective handling of incidents • Undertake sentinel reviews within the region for identified high-risk incidents

Quality Project Work	<ul style="list-style-type: none"> • Lead a range of projects related to quality improvement activities including • Coordinate the project design • Convene and chair working groups, undertake collaborative solution design and co-production of new initiatives or improvements to current practice development and consolidating of practices • Lead quality improvement activities related to audit findings or incident reviews within a regional setting (QLD, NSW/ACT, VIC/TAS), engaging with frontline service delivery teams, managers and external stakeholders to consult and develop improvements to service • Facilitate or coordinate Communities of Practice to share practice and wisdom and build process efficiencies
Continuous Improvement <i>Support continuous improvement, innovation and best practice across Wellways.</i>	<ul style="list-style-type: none"> • Assist in the development, monitoring and evaluation of quality performance indicators • Participate in the development, communication, implementation, monitoring and review of the Quality Work Plan • Support, monitor and evaluate the continuous quality improvement register • Conduct or participate in consultations with stakeholders, including staff, volunteers, consumers and carers to identify policy reviews, quality projects that will support best practice • Deliver advice and encouragement to the organisational stakeholders to further support our quality improvement ethos

Essential Requirements, Knowledge, Experience and Skills

Qualifications & Essential Requirements	Required: <ul style="list-style-type: none"> • Certificate IV/Diploma in Mental Health, AOD or related field OR Tertiary qualification in a social science • 2+ year relevant work experience in mental health sector OR demonstrated experience in quality improvement initiatives within the human services sector • Satisfactory pre-employment checks, including but not limited to National Police Records Check, Working with Children Check/Working With Vulnerable People etc • Evidence of right to work within Australia • NDIS Worker Orientation Module completion certificate • NDIS Workers Screening check
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	<p>Desirable:</p> <ul style="list-style-type: none"> • Current valid Driver's License and the ability to undertake regular travel • Fluency in other languages
Technical Knowledge and Experience	<p>Required:</p> <ul style="list-style-type: none"> • Knowledge of complaints management processes • Knowledge of contemporary issues relating to mental health, disability and child protection • Knowledge and understanding of quality management standards relevant to the mental health, disability, aged care, <i>or</i> community services sector. • Excellent written skills and attention to detail <p>Desirable:</p> <ul style="list-style-type: none"> • Knowledge of consumer participation principles • Lived expertise of disability and mental health issues (including as a family member or carer); and experience in using lived expertise in leadership and advocacy
Skills	<p>Communication</p> <ul style="list-style-type: none"> • 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 and recommendations on complex complaints/service issues. <p>Interpersonal</p> <ul style="list-style-type: none"> • Excellent interpersonal and communication skills to develop and maintain sound relationships with staff and other key stakeholders. • Empathy and ability to see things from others point of view. • Ability to relay investigation findings in a constructive, supportive and positive manner. <p>Organising and Planning</p> <ul style="list-style-type: none"> • Highly developed organisational skills

	<ul style="list-style-type: none"> • Ability to implement systems and procedures to guide work and track progress. • Ability to recognise barriers and find effective ways to deal with them. • Ability to identify processes, tasks and resources required to achieve a goal <p>Self-Management</p> <ul style="list-style-type: none"> • Able to plan and prioritise work to ensure outcomes are achieved. • Excellent time management and prioritisation skills. <p>Information Technology</p> <ul style="list-style-type: none"> • Proficient with the range of digital platforms including but not limited to: <ul style="list-style-type: none"> ○ Microsoft Office Suite ○ Client management systems
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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:	NA
Travel Percentage:	As Required
On Call:	n/a
Special Requirements:	n/a

Attachment 1

