

Position description

Title of the role:	Service Confirmation Officer
Classification:	SCHADS Schedule B – Level 3
Program Area:	Carer Gateway Services
Location:	Upper Mount Gravatt, QLD
Reports to:	Team Leader
Last Revised:	January 2026

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 Service Confirmation Officer role responsible for confirming services for carers accessing support provided by the Wellways Carer Gateway Service across NSW and QLD service areas. The objective of the role is to liaise with carers over the phone to confirm the implementation of services

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

Reporting to Coordinator working under limited direction, this role will involve:

- Support carers with a high level of customer service ensuring carers are listened to with patience and non-judgement
- Provide confirmation of services to carers and adhere to the Carer Support Framework
- Ensuring the service approach incorporates the following service principles: Carer Focused, Practical and Flexible, Inclusive
- Providing a quality service which carers will find welcoming, and inclusive
- Develop support relationships with carers which are positive and are built on Wellways values
- This position is responsible for effectively and efficiently screening referrals, booking. Ensuring that all relevant information is correct, current and available in order to progress to the distribution of service delivery.

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

Responsibilities

Key Functions	Key Performance Indicators
<p>Service Confirmation</p>	<ul style="list-style-type: none"> • Actioning support requests. • Follow process to action support request. • Communicate with carer to ensure they are informed about the status of their support, whether that is via phone, email, or text. • Making Carelink notes throughout the entire process. • Locating a service provider. • Check compliance as per requirements. • Ensuring all providers are compliant, liaise with providers to obtain compliance documents when needed. • Attending Outlook emails. • Accepting quotes/declining quotes. • Liaising with team members, senior service confirmation officer, coordinator, bookings team and other staff when needed. • Problem solving. • Escalating concerns/complaints. • Ensure all processes to finalise support are followed. • Online ordering of approved items for carers. • Attending Service Provider information sessions. • Maintaining strict confidentiality around carer details.
<p>Team Effectiveness</p>	<ul style="list-style-type: none"> • Working as part of the team based on ethos of collaboration, co-operation, respect and mutual support. • Support for, and on -going development of, an environment based on sheared accountability and effective knowledge sharing. • Cooperation with all team members to ensure continuity of care and the provision of exceptional outcomes to carers. • Actively participating in team meetings, performance development and review, supervision and staff development activities. This involves taking minutes as per the roster.
<p>Advocacy and Stakeholder Engagement</p>	<ul style="list-style-type: none"> • Establishing and maintaining relationships with local service providers and community organisations. • Where carer needs are best met through other agencies, advocate with those agencies to access assistance for carers.

Essential Requirements, Knowledge, Experience and Skills

<p>Qualifications & Essential Requirements</p>	<ul style="list-style-type: none"> • Contact Centre or high-volume customer service experience. • Qualifications and experience working in mental health, community services, allied health, or carer/family peer positions. • Demonstrate a strong understanding of mental health and services. • Demonstrate skills and experience working with Carers or participants in mental health services. • 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-hour activities as required to undertake the requirements of the role.
<p>Technical Knowledge and Experience</p>	<ul style="list-style-type: none"> • Experience in the mental health or disability sector, desirable but not essential. • Experience and knowledge in providing administrative tasks. • Highly effective communication via phone, emails text and interpersonal skills. • Thinking ‘outside the box’ when applying problem solving skills to issues. • Able to work autonomously and as a part of a team. • Able to take an organized, methodical approach to work tasks. • Commitment to delivering high quality outcomes for carers. • Completing requests and following with Service Providers within the agreed timeframe. • An ability to work with culturally and linguistically diverse communities and individuals.

<p>Skills</p>	<p>Communication</p> <ul style="list-style-type: none"> • Effective communication skills, verbal and written skills including ability to multitask. <p>Interpersonal skills</p> <ul style="list-style-type: none"> • Strong skills in developing and maintaining relationships within the team and external. • Able to express personal views in a constructive and diplomatic manner. • Able to reflect on how one’s own emotions impact others. <p>Organising and planning</p> <ul style="list-style-type: none"> • Able to identify more and less critical activities and operate accordingly, reviewing and adjusting as required. • Able to recognize barriers and find effective ways to deal with them. • Able to identify processes, tasks and required to achieve a goal. <p>Self-Management</p> <ul style="list-style-type: none"> • Able to plan and prioritise work to ensure outcomes and goals are achieved. • Takes the time to think things through. • Able to anticipate one’s own reactions to situations and prepare accordingly. <p>Information Technology</p> <ul style="list-style-type: none"> • Proficient with Microsoft Office suite. <p>Punctuality</p> <ul style="list-style-type: none"> • Adhere strictly to designated work schedules and meeting times, ensuring prompt starts to all business operations and appointments. <p>Reliability:</p> <ul style="list-style-type: none"> • Demonstrate a high degree of dependability, following through on all commitments and completing tasks without the need of constant supervision. • Maintain a record of excellent attendance, following established company policies for reporting any absences with advanced notice.
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<p>Quality</p>	<ul style="list-style-type: none"> • Ensure data integrity to the highest standard and any data health errors corrected • Coordinate referrals to ensure services are booked with external service providers in a timely manner • Ensure accepted referrals accurately reflect overtime/rural and remote loadings • Ensure the service approach incorporates the following service principles: Carer Focused, Practical and Flexible, Inclusive • Ensure adherence to the Wellways Contact Centre Service Design and Carer Gateway Service Provider Operating Manual and all other relevant policies and procedures • Ensure that calls are answered as per grant agreement and that the quality of the service provision is constantly maintained • Ensure all documentation is provided to relevant service delivery teams in a timely manner. • Ensure appropriate Carer Gateway documentation is maintained in Wellways client management system as required to meet statutory requirements including statistical data for reporting purposes. Maintain strict client confidentiality while reinforcing the client’s rights and responsibilities. • Adhere to protocols and agreements between Wellways, consortium partners and relevant service providers.
<p>Technical Knowledge and Experience</p>	<p>Required:</p> <ul style="list-style-type: none"> • Thorough understanding 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 • Experience in coordinating responsive individualized 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 centered practice and maximizing the opportunities and support for people within their local communities

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: Company vehicle will be provided for outreach services that may be required from time to time

On Call: n/

Attachment 1

