



## Position description

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| Title of the role: | Placement Officer                |
| Classification:    | SCHADS Level 3                   |
| Program Area:      | Carer Gateway Services           |
| Location:          | South Queensland                 |
| Reports to:        | Vocational Placement Coordinator |
| Last Revised:      | May 2025                         |

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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 Wellways-led Carer Gateway program delivers essential support to individuals caring for family, friends, and kin in Queensland, South West Sydney, and the Nepean Blue Mountains. Driven by lived experience, Wellways recognises the impact of caring on personal lives and empowers family carers to achieve their goals, maintain relationships, and balance responsibilities.

The Carer Gateway Vocational Pathway program aims to improve opportunities for carers to participate in employment, volunteering and higher education. Designed to support carers in achieving their vocational goals, benefits for carers also include greater financial security, reduced social isolation, and higher levels of self-esteem.

The Carer Gateway Vocational Pathway Placement Officer, reports to the Placement Coordinator and is responsible for engaging and managing key partnerships that support the program to achieve operational excellence. The Placement Officer will maintain partnerships and carer inclusive workplaces as the host organisations for employment, volunteering or training. This role plays a crucial role in fostering inclusive employment environments for carers entering or re-entering the workforce, particularly those that have experienced barriers to employment. With a focus on educating and supporting host organisations to create welcoming and supportive workplaces.

This role works under general direction and is responsible for:

- Supporting enrolment of host organisations for employment, volunteering or training opportunities for carers
- Providing resources to organisations to enable them to become carer inclusive workplaces
- Support post placement of carers through regular check ins
- Ensure successful placements and positive employment experiences.
- Visiting host organisations in the region to support relationship management and placement coordination

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

## Responsibilities

| Key Functions            | Key Performance Indicators  |
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| <b>Placement Support</b> | <ul style="list-style-type: none"> <li>• In collaboration with the Placement Coordinator, support host organisations to become carer inclusive workplaces by providing guidance and resources</li> <li>• With guidance from the Placement Coordinator and guidelines support placement and post placement activities.</li> <li>• Support organisations to complete enrolment processes in relation to employment, volunteering and training placements.</li> <li>• Maintain accurate records in relation to employment, volunteering and training placements.</li> <li>• Monitor and support the progression of carers from training to employment/volunteering placements.</li> <li>• Visiting potential host organisation to provide an overview of the program and provide resources.</li> <li>• Provide post placement support to employers in line with the guidelines of the program.</li> <li>• Report emerging risks associated with placement in a timely manner to management.</li> </ul> |
| <b>Quality</b>           | <ul style="list-style-type: none"> <li>• Work within Wellways processes and systems and drive continuous improvement environment</li> <li>• Ensure effective and consistent communication with partners, encourage feedback and customer insights to enhance carer experience.</li> <li>• Implementing and ensure effective work health and safety adherence to all legislative requirements</li> </ul>   |

## Essential Requirements, Knowledge, Experience and Skills

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| <b>Qualifications &amp; Essential Requirements</b> | <ul style="list-style-type: none"> <li>• Qualification in a relevant field of study and/or equivalent experience</li> <li>• Experience supporting partnership and placement activities</li> <li>• Current valid Driver License</li> <li>• Well-developed writing skills</li> <li>• Proficient IT Skills</li> <li>• Satisfactory National Police Records Check</li> <li>• Queensland Yellow and Blue card</li> <li>• Right to Work within Australia</li> <li>• NDIS Code of Conduct</li> </ul> <p><b>Desirable:</b></p> <ul style="list-style-type: none"> <li>• Previous experience leading and/or working in vocational or carer programs</li> <li>• Lived and Living Experience as a Family Carer</li> </ul> |
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| <b>Technical Knowledge and experience</b> | <p>Required:</p> <ul style="list-style-type: none"> <li>• Experience in supporting employment pathways, including training, volunteering and employment</li> <li>• Understanding of vocational outcomes</li> <li>• Understanding of the caring role and types of supports that can help carers maintain wellbeing and balance.</li> <li>• Awareness of carer peer workforce, models of carer peer support and supervision</li> <li>• Experience in providing support to individuals, families, young people, and children with caring roles</li> <li>• Ability to engage respectfully and empathetically with individuals from diverse communities and caring roles.</li> <li>• Strong attention to detail and the ability to follow established policies and procedures accurately</li> <li>• Proficiency with necessary technology, including computers, Microsoft Office</li> <li>• A demonstrated commitment to social inclusion and diversity</li> </ul> |
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| <b>Skills</b> | <b>Communication</b> <ul style="list-style-type: none"> <li>• Ability to communicate effectively and respectfully with a diverse range of people, including carers, team members, and partner organisations.</li> <li>• Confident in written and verbal communication, including preparing basic correspondence, updating records, and sharing program information.</li> <li>• Strong interpersonal skills with the ability to provide friendly and helpful customer service and respond appropriately to enquiries or concerns.</li> <li>• Able to participate in meetings and contribute feedback or updates as required</li> <li>• Comfortable speaking with external organisations to deliver program resources and discuss the program.</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.

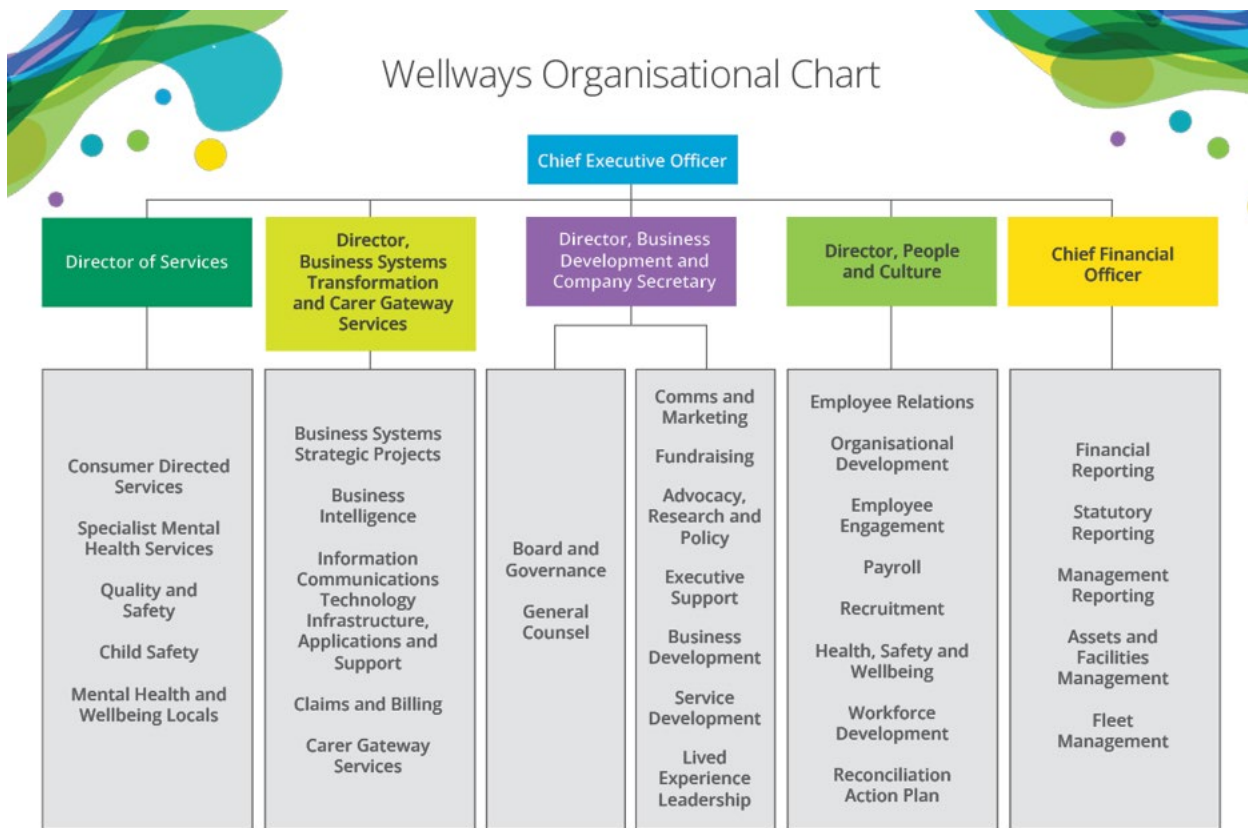
Financial Delegation: As per delegation schedule

People – Number of Directs: 0

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

On Call: N/A

## Attachment 1



## Position in Context

