



Position description

Title of the role:	Administrator
Program Area:	Workforce and Organizational Development
Classification:	SCHADS Schedule B-Level 2
Location:	VIC
Reports to:	Manager – Training and Development
Last Revised:	June 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 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

With the support and direction of the Manager Training and Development, the Administrator supports the efficient and effective day to day operations of each of the services offered by Wellways Training and Organisational development departments,

Specifically, the Administrator supports communication with key stakeholders across the Wellways community and service system, supporting the efficient and timely engagement of services related to the Organisational and Training and Development Teams.

Responsibilities

Key Functions	Key Performance Indicators
Customer Service Provision of professional support for the Training and Organizational Development Team	- Managing the Training Email inbox - Answering Queries - Troubleshooting support (technical/base-level) - Escalate unresolved issues. - Arranging bookings for all meetings.
Administration Provision of administrative support as required	- Data entry & record management - Including creating/updating/deactivating accounts, - Minute taking and other administrative duties as required - Assist with updating course content & settings - Assist with system testing (e.g. new courses, various devices, feedback of any issues) - Assist with data maintenance with LMS System (Workday) - Including duplicate management - Assist with data imports - e.g. course completions, attendance rosters, data updates - Maintain documentation (procedure, FAQs, version control) - Digital filing (including use of naming protocols) - Maintain good knowledge and best Practice of systems and processes - Undertaking any office word processing as required - Coordinating catering for meetings and events - Set-up and pull-down of meetings and events - Purchasing, producing, and supplying materials for meetings and events

Team Effectiveness Working as part of the team, contribute to the delivery of program delivery.	• Working as part of the team on the basis of an ethos of collaboration, co-operation, respect and mutual support. • Support for, and on-going development of, an environment based on shared accountability and effective knowledge sharing. • Cooperation with all team members in order to ensure continuity of care and the provision of an exceptional service offer. • Actively participating in team meetings, service planning sessions • Participate in continuous improvement processes for the purpose of enhanced program delivery. • Assist with course/session registrations, sign in sheets, evaluations, certificates, and training audits. • Resource management for ICT and face-to-face workshops (e.g. projectors, rooms/venues etc.)
Organisational Alignment Working with key stakeholders, supporting the achievement of organizational goals and the application of best practice frameworks.	This will be achieved through on-going contribution and awareness ensuring that: • All work provided reflects the core values of Wellways. • Quality systems and standards are subject to on-going development to support enhanced program delivery. • Effective relationships are established and maintained with other organisations to ensure effective service delivery to participants.
Stakeholder Engagement Working with the wider community and key stakeholders to support value adding organisational outcomes	• Participate in program promotion and develop appropriate linkages with other Wellways programs. • Liaising with staff, managers, instructors in a professional and timely manner.

Essential Requirements, Knowledge, Experience and Skills

Qualifications & Essential Requirements	• Relevant Administration qualification, or equivalent experience • Excellent IT skills • Satisfactory Police Records Check • Satisfactory Working with Children Check • NIDS Workers Screening Check • Right to Work within Australia • NDIS Worker Orientation Module • Available to participate in out of hours activities as required to ensure delivery of key role outcomes
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Technical Knowledge and Experience	Required: • Experience in providing telephone and online services support • High level of IT knowledge and skills in particular WORKDAY • Highly effective communication (phone and online manner in particular) and interpersonal skills • Thinking 'outside the square' when applying problem solving skills to issues • Able to work autonomously and as part of a team • Able to take an organized, methodical approach to work tasks • Accurate data entry and ability to understand and report on this data • Identifying gaps in information • Committed to delivering high quality outcomes for end users • Negotiating workload, completing requests and following up within agreed timelines • An ability to work with culturally and linguistically diverse communities and individuals • Commitment to best practice Desirable: • Prior experience working within the Mental Health industry or community based organisation • A personal experience of mental illness, either as a participant or carer
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Skills	Communication • Effective communication skills, verbal and written including the ability to develop reports. Interpersonal • Strong skills in developing and maintaining relationships with staff and other key stakeholders. • Able to see things from others point of view and confirm understanding of that point of view. • Able to express personal views in a constructive and diplomatic manner. • Able to reflect on how one's own emotions impact on others. Organising and Planning • Able to identify more and less critical activities and operate accordingly, reviewing and adjusting as required. • Able to develop and implement systems and procedures to guide work and track progress. • Able to recognise barriers and find effective ways to deal with them. • Able to identify processes, tasks and resources required to achieve a goal Self-Management • Able to plan and prioritize work to ensure outcomes are achieved. • Takes the time to think things through. • Able to anticipate one's own reactions to situations and prepare accordingly. Information Technology Subject Matter Expert (SME) in Workday Learning highly regarded. • Digital filing (including use of naming protocols) Digital acumen – LMS, Excel & Office suite, Smartsheet, Zoom, Boards, Internet browsers, Teams, Adobe Acrobat, basic image formatting, Workday • Requires Excel skills* – at minimum: sorting, filtering, format cell functions, searching, inserting/deleting rows & columns, copy/paste. Desired: basic formulas, v-lookups (ability or confidence to learn)
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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: n/a

Travel Percentage: as required

On Call: n/a

Special Requirements: n/a

Attachment 1

