

## Position description

Title of the role:	Carer Services Navigator
Classification:	SCHADS Schedule B – Level 4
Program Area:	Carer Gateway Services
Location:	Campbelltown, NSW & Upper Mt. Gravatt, QLD
Reports to:	Carer Services Team Leader
Last Revised:	June 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 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 Carer Services Navigator role provides support to carers seeking support and information through Carer Gateway Monday – Friday 8pm-8am, weekends and public holidays 24 hours. The 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.

This role is responsible for triaging carers contacting Carer Gateway, and where appropriate, implementing end to end services including intake, registration, assessment and planning and emergency respite care for carers who are experiencing crisis and carer burnout to access urgent support.

Reporting to the Carer Services Team Leader, the Carer Services Navigator is responsible for:

- Provide support to carers in crisis, assess immediate risk and support carers to access urgent and immediate supports. Where required complete warm referrals to external support services if required in a crisis situation.
- Arrange appropriate respite services within 2 hours if the carer meets the criteria for emergency respite
- Support to carers with a high level of customer service ensuring Carers are listened to with patience and non-judgement, listen and are empathetic to carers situations.
- Work with carers to establish and implement agreed supports within organisational delegations and in line with the Carer Gateway Service.
- Ensure any out of scope requests are escalated to relevant line manager for assessment and approval, advocating where appropriate for carer need.
- Mandatory reporting requirements when a disclosure of harm to self, others or a child occurs. Notifying line manager of critical/reportable incidents
- Liaise with various internal and external stakeholders and carers external supports such as PHN, NDIS, My Aged Care and/or state health funded supports as required depending on the carers situation and consent
- Maintain carer and on occasion care recipient privacy and consent in line with Wellways policies and procedures, in addition to state and federal legislation
- Provide Registration, Planning and Assessment services to Carers as outlined in the Carer Support Framework , providing a holistic approach to carer recovery journey with a focus on capacity building where appropriate based on carers situation
- Ensuring the service approach incorporates the following service principles: Carer Focussed, Practical and Flexible, Inclusive.
- Completion of in depth data entry into Carelink & other dependant systems after every contact with a Carer
- The Carer Services Navigator is not limited to the listed responsibilities, and will require assistance with other areas of the program to meet the requirements of the organisation.

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

## Responsibilities

Key Functions	Key Performance Indicators
<b>Intake, Planning and Assessment</b>	<ul style="list-style-type: none"> <li>• Provide carers with information and access to emergency respite services ensuring referral pathways are following within funding guidelines.</li> <li>• Where appropriate; Utilising the Carer Support Framework undertake intake, planning and assessment using the Carer Star tool and ensuring carer meets eligibility criteria in line with the Carer Gateway Service</li> <li>• Liaise with various stakeholders and carers external supports such as PHN, NDIS, My Aged Care and/or state health funded supports as required depending on the carers situation and consent</li> <li>• Answer inbound calls within the 60 second contractual KPI</li> <li>• Making follow up contact with carers after emergency respite is provided and to complete intake, planning and assessment.</li> <li>• Work with carers to develop an agreed action plan that reflects their aspirations, responds to their current support needs and contributes to their overall health and wellbeing.</li> <li>• Ensure action plans focus on providing service solutions that maintain and strengthen carers health and wellbeing and their ability to sustain in their caring role.</li> <li>• Ensure referrals and service confirmation is provided to service delivery teams with accurate and complete information that allow for the timely commencement of service(s).</li> <li>• Conduct Risk assessments, including assessment of suicide risk and violence risk, risks within the home as a requirement for service provision.</li> <li>• Assist people to access crisis lines by providing initial telephone support and warm referrals.</li> <li>• Adhere to Wellways Delegation Schedule and supports are in line with Carer Gateway Service offerings.</li> <li>• Ensure any out of scope requests are escalated to relevant line manager for assessment and approval</li> <li>• Facilitate supports that connects family, carers, supporters, and kin through community events, information sessions and social activities</li> </ul>

<p><b>Quality &amp; Safety</b></p> <p>Drive and support the overall effectiveness of Wellways Carer Gateway Services ensuring that services reflect Wellways values, best evidence-based practice, demonstrate innovation, are evaluated and are accountable to funding bodies</p>	<ul style="list-style-type: none"> <li>• Ensure the service approach incorporates the following service principles: Carer Focussed, Practical and Flexible, Inclusive.</li> <li>• Ensure adherence to the Wellways Contact Centre Service Design and Carer Gateway Service Provider Operating Manual and all other relevant policies and procedures.</li> <li>• Ensure that calls are answered as per grant agreement and that the quality of the service provision is constantly maintained.</li> <li>• Providing great interactions with carers and stakeholders; valuing carers time, having a pleasant attitude, and providing knowledgeable and resourceful resources with a “no wrong door” approach; if we are not the most suitable provider linking the carer to the right options.</li> <li>• Demonstrate commitment to engaging in self-directed learning, including learning about First Nations Cultures and culturally diverse communities, contributing to a culturally safe and inclusive workplace</li> <li>• Use evidence-based practices and actively participate in continuous learning, training, and professional development to stay updated on contemporary practices and industry innovations</li> <li>• Excellent written and verbal communication skills</li> <li>• Ensure all contact relating to providing emergency respite is conducted by phone, as per the Carer Gateway Service Provider Operating Manual, and where needed delivered within 2 (two hours) of initial contact.</li> <li>• Ensure all assessments and documentation is provided to relevant service delivery teams in a timely manner.</li> <li>• Ensure appropriate Carer Gateway documentation is maintained in Wellways client management system as required to meet statutory requirements including statistical data for reporting purposes.</li> <li>• Mandatory reporting requirements when a disclosure of harm to self, others or a child occurs. Notifying line manager of critical/reportable incidents.</li> <li>• Adhere to state legislation regarding children under 18 in out of home care</li> <li>• Maintain strict client confidentiality while reinforcing the client’s rights and responsibilities in line with the Privacy Act 1988.</li> <li>• Adhere to protocols and agreements between Wellways, consortium partners and relevant service providers</li> <li>• Participate in mandatory training and development requirements.</li> </ul>
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	<ul style="list-style-type: none"> <li>Maintain high data integrity and resolve data errors in a timely manner</li> </ul>
<b>Stakeholder engagement and advocacy</b> Ensuring active intervention in health promotion and Advocacy	<ul style="list-style-type: none"> <li>Establishing and maintaining relationships with local service providers and community organisations.</li> <li>Where carer needs are best met through other agencies, advocate with those agencies to access assistance for carers.</li> <li>Supporting lived experience leadership and advocacy.</li> <li>Liaising with current respite providers to promote the service offerings and to work with the line manager to source further service providers for respite.</li> <li>Ensure referral pathways with external providers are supportive and effective</li> </ul>

#### Essential Requirements, Knowledge, Experience and Skills

<b>Qualifications &amp; Essential Requirements</b>	<ul style="list-style-type: none"> <li>Diploma qualifications in a relevant field of study, in addition to experience working in community services, allied health or carer/family peer positions.</li> <li>Experience in supporting individuals experiencing crisis and/or complex supports</li> <li>Appropriate IT skills</li> <li>Satisfactory National Police Records Check (within the last 12 months)</li> <li>Working with Children's Check (Blue Card – QLD)</li> <li>NDIS Worker Screening Check (Yellow Card – QLD)</li> <li>Right to Work within Australia</li> <li>100 Points ID</li> <li>NDIS Code of Conduct (Orientation Module)</li> </ul>
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<b>Technical Knowledge and Experience</b>	<p>Required:</p> <ul style="list-style-type: none"> <li>• 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.</li> <li>• Demonstrated knowledge and understanding of the Carer Recognition Act 2010</li> <li>• Demonstrated knowledge of caring roles and the impact on carers health and wellbeing to determine support requirements.</li> <li>• Experience in coordinating responsive individualised support to individuals, families, young people and children with caring roles.</li> <li>• Demonstrated skill in establishing empowering and supportive partnerships with individuals, families, young people and children with caring roles.</li> <li>• A commitment to family centred practice and maximising the opportunities and support for people within their local communities.</li> <li>• Demonstrated experience in coordinating emergency respite.</li> <li>• Ability to work in a high-paced, high-volume environment.</li> <li>• Experience in participant recovery context highly regarded</li> </ul> <p>Desirable:</p> <ul style="list-style-type: none"> <li>• Experience in delivering excellent customer service</li> <li>• Data entry and record keeping experience</li> <li>• Excellent communication skills (written and verbal)</li> <li>• An understanding and demonstrated commitment to social inclusion and diversity</li> <li>• Contact Centre experience</li> </ul>
<b>Skills</b>	<p>Communication:</p> <ul style="list-style-type: none"> <li>• 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.</li> <li>• 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.</li> <li>• At all times, communicate with all stakeholders (incl but not limited to: carers, coordinators, peers, managers) in a manner that is professional, and follows all Wellways Carer Gateway policies.</li> </ul>

#### 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

