

Position description

Title of the role: Partnership Contract Liaison

Classification: SCHADS Level 5

Schedule: B

Program Area: Stakeholder Engagement and Partnership

Location:

Reports to: Stakeholder Engagement and Partnership Lead

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 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 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 **Partnership Contract Liaison** plays a vital role in enhancing the delivery and understanding of partnership services under the Carer Gateway program. Reporting to the Stakeholder and Engagement Partnership Lead, this role serves as the primary point of contact for day-to-day matters for a portfolio of partners. In providing specialist support for designated partnership contracts, this role focuses collaboration and working at all times to find positive outcomes for partners, carers, and the broader community.

Refer to **Attachment 1** for a reference to the overall Wellways organisation structure.

Responsibilities

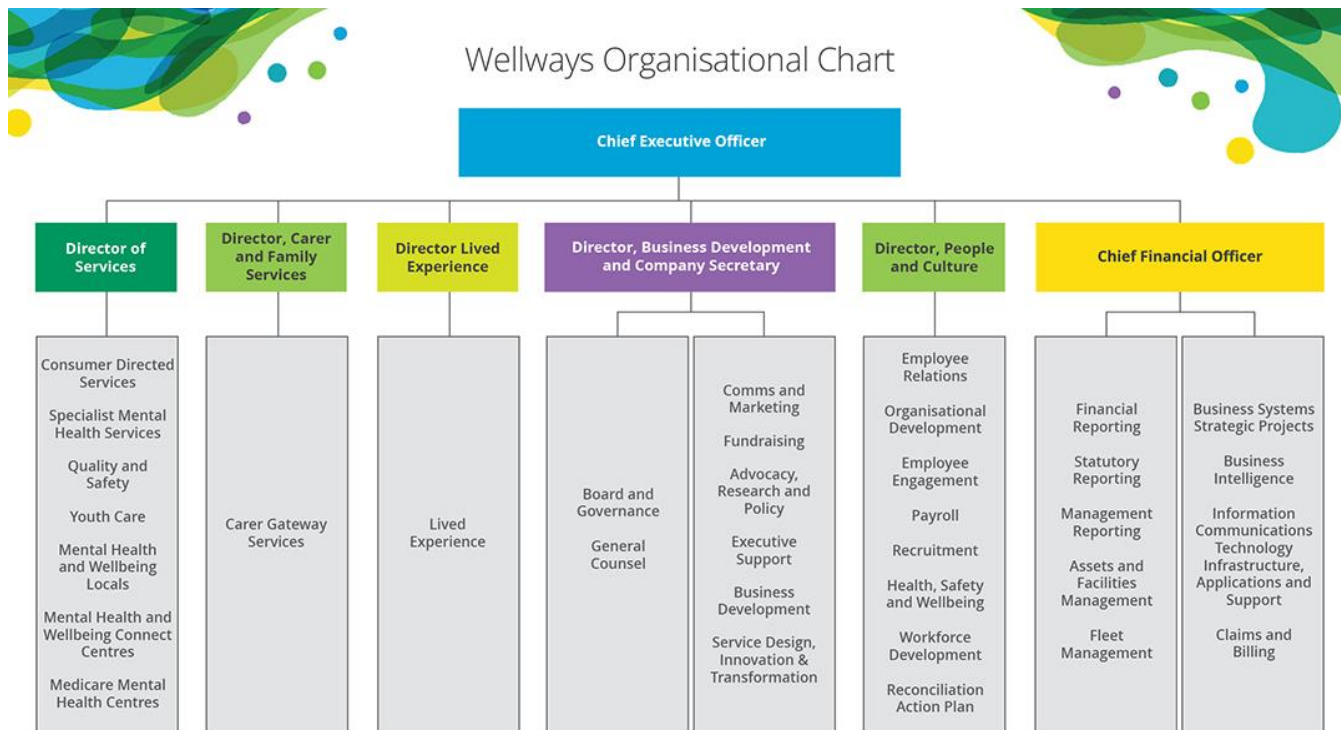
Key Functions	Key Performance Indicators
Partnership Management	➤ Supporting a portfolio of partners as the primary point of contact for day-to-day matters, including general inquiries, operational support and training coordination. ➤ Understand program performance and KPI requirements across both Wellways and Partners. ➤ Track and monitor partners' performance and escalate risks and/or concerns to the Stakeholder Engagement and Partnership Lead with clear recommendations. ➤ Provide regular internal and external performance reports. ➤ Attend and support meetings and follow up on deliverables and actions. ➤ Support Stakeholder Engagement and Partnership Lead in regular operations meeting, providing updates and supporting documents around performance delivery as per contracts. ➤ Facilitate and support the onboarding of new partners/ partners staffing.
Communication, Relationships and Program Alignment	➤ Contributes to the development and maintenance of strong, positive relationships with partners and stakeholders through effective and timely communication and support. ➤ Develop and maintain a sound understanding on the Carer Gateway program to help support aligned partner activities, engagement and cross promotion. ➤ Support Stakeholder Engagement and Partnership Lead in gathering and relaying partner feedback to improve collaboration and delivery.
Quality	➤ Utilizing findings from Partnership Assurance Officer to inform quality standards within partner delivery and provide relevant feedback. ➤ Review incident reports, compliance and complaints and escalate risks and/or concerns to the Stakeholder Engagement and Partnership Lead ➤ Ensure all compliance, contracts and supporting documents are clearly

	filed and kept up to date.
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Essential Requirements, Knowledge, Experience and Skills

Organisational Collaboration	➤ Work as part of a collaborative and mutually supportive team ➤ Work within a team culture of shared accountability and effective knowledge sharing ➤ Actively participate in team meetings, PDR supervision and staff development activities ➤ Work in accordance with the core values of Wellways ➤ Adhere to Wellways policies and procedures
Qualifications & Essential Requirements	➤ Tertiary qualification in communications, customer experience, human-centered design, business, or a related field; OR equivalent practical experience in leading stakeholder engagement, contract management, and strategic partnerships for positive outcomes ➤ Current valid Driver License and the ability to undertake regular travel ➤ 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 ➤ Demonstrated experience working within at least one of the Caring, Mental Health, Community, Disability or Health Sciences Sectors ➤ A minimum of 2 years in relevant discipline as outlined above
Technical Knowledge and Experience	➤ Demonstrated experience working in programs or with products that deliver services to families and carers, mental health issues, rehabilitation practices, disability services and the impact of mental health issues and disability on service users, their families, carers, and the community ➤ Knowledge of current government policy and strategic directions in carer reform, establishing and maintaining relations with government departments and other key stakeholders such as public and private Healthcare Services and Primary Health Networks (desirable) ➤ Cognitive Skills/Reflective Practice - Perceptive, intelligent, and able to reason through problems with an ability to introduce improved and innovative ways of doing things. To have trust and confidence in one's own ability, listen to and consider criticism and reflect on one's actions in a balanced way ➤ Experience in creating, analyzing, and utilizing data and information to generate and develop a range of products (programs, publications, services) and service outcomes

	➤ Project management skills and experience ➤ An understanding and demonstrated commitment to social inclusion and diversity ➤ Proven commitment to best practice ➤ An understanding and demonstrated commitment to social inclusion and diversity
Skills	Communication • 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. • Strong interpersonal and relationship building skills • 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. IT • Familiar with Microsoft Office Suite • Ability to utilize other Office/IT/Communications platforms • Knowledge of contact center solutions and software



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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: As required

On Call: N/A

Attachment 1

Insert Wellways org chart