

## Position description

Title of the role:	Service Integration Lead
Classification:	SCHADS Level 6
Schedule:	B
Program Area:	Carer Gateway
Location:	NSW
Reports to:	Service Manager, Carer Gateway
Last Revised:	May 2025 (New Role)

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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 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 Integrated Service Lead plays a pivotal role in fostering seamless collaboration and coordination of services for Carers. This position is responsible for leading and driving the integration of various programs and services, ensuring a holistic and person-centered approach. With oversight and support from the Service Manager, this position will lead a multidisciplinary team, including Counsellors, Coaches, In Person Peer Support Facilitators, Carer Hub Navigators and (where applicable) the Mobile Carer Services Navigator team.

A core focus of this role is to lead and embed community development strategies that strengthen local capacity, build collaborative partnerships, and ensure Wellways services are responsive, inclusive, and connected to the community's unique needs. This role requires strong leadership, communication and problem-solving skills, as well as a deep understanding of the local community and relational model of care.

Reporting to the Service Manager Carer Gateway, key responsibilities of this role will include:

- Nurturing and developing a capable and committed team
- Supporting leadership in management and development of best practice service delivery across the Carer Gateway program
- Ensuring that contractual KPIs are met
- Develop and nurture stakeholder relationships in community to increase Wellways Carer Gateway profile and presence in the area as a leading provider of carer services
- Embedding Wellways values and practice principles in everything that we do
- Develop strategic plans to deliver against the Activity Work Plan and Community Development Plan
- Operational leadership, oversight of multi-disciplinary delivery teams, and coordination of workplace operations such as WHS, fleet management, and local site responsibilities.

Additional responsibilities of the Service Integration Lead role include:

- Supporting Service Manager to achieve funder specific targets
- Reporting against program targets and objectives
- Developing and maintaining Consortia, Community and Stakeholder relationships including alliances and partnerships
- Collaborate with Service Manager and other Integrated Service Leads to ensure programs within the region integrate seamlessly

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

## Responsibilities

Key Functions	Key Performance Indicators
<b>Lead and drive the regional Carer Gateway program to deliver agreed business outcomes</b> Supporting the effective implementation of the activities agreed within the Activity Work Plan and Service Agreements	Key business deliverables: <ul style="list-style-type: none"> <li>Accountable for effective business management of the Carer Gateway program with oversight from the Service Manager: including budgets, operational management, measurement and evaluation, people management, quality, growth and supporting business development</li> <li>Where relevant support assets and sites and work in collaboration with Wellways Service Managers to manage assets and sites</li> <li>Services meet service agreements and activity work plans</li> <li>Work in collaboration with all Carer Gateway programs including but not limited to, intake and registration, planning and assessment, emergency respite etc</li> <li>Support Service Manager to refine operational frameworks, systems, and processes to ensure efficiency and effectiveness.</li> <li>Support effective risk management across all function</li> <li>Engage in opportunities to strengthen the local Carer Gateway service provision for future growth</li> </ul>
<b>Strategy Development</b> As the Carer Gateway lead in the local area, work with key internal and external stakeholders, develop program goals and action plans	<ul style="list-style-type: none"> <li>With support from the Service Manager develop and deliver a service area strategy that takes advantage of emerging opportunities, drawing on a sound knowledge of the external and internal environment, particularly community/social drivers/needs</li> <li>Prioritise opportunities in line with funding</li> <li>Lead an organisational culture that delivers against strategy</li> <li>Lead and support the reputation of Wellways as a value adding service provider and a key advocate for carer reform</li> </ul>
<b>Community Development &amp; Capacity Building</b>	<ul style="list-style-type: none"> <li>Lead the implementation of local community development plans in collaboration with the Community Development team and Wellways regional strategy.</li> <li>Identify community strengths and co-design place-based initiatives that enhance the local community's capacity to support carers.</li> <li>Deliver initiatives that support resilience, inclusion, and long-term engagement among carers and their support networks.</li> <li>Champion culturally safe, strengths-based community development practices, including inclusive approaches for Aboriginal and Torres Strait Islander carers, CALD carers, LGBTIQ+ carers, and young carers.</li> </ul>
<b>Advocacy</b> <b>Ensuring active involvement in health promotion and advocacy</b>	<ul style="list-style-type: none"> <li>Represent Wellways in a variety of settings, including local, regional and national forums</li> <li>Support carer leadership and advocacy</li> </ul>

<b>Quality</b>	<ul style="list-style-type: none"> <li>• Identify and instill best practice, processes and systems and drive continuous improvement environment</li> <li>• Ensure effective and consistent communication throughout the team, encourage feedback and customer insight to enhance the customer experience.</li> <li>• Embed a performance culture, framework, and review processes achieve service levels and improvements against set targets, and individual key performance indicators for team members</li> <li>• Prepare reports and analyse data to improve processes, ensure resources are property allocated and maximize efficiency and customer satisfaction</li> <li>• Review Service Delivery Carer satisfaction surveys and feedback and providing regular and effective reports to Carer Gateway leadership team.</li> <li>• Ensure that carers have access to an effective complaints management system</li> <li>• Adopt a continuous quality improvement approach</li> <li>• Adopt co-design mythologies to develop, implement and review quality improvement processes, including but not limited to experience of service surveys to ensure that services remain aligned with need</li> <li>• Monitoring the risk profile within the areas of responsibility and making recommendations and taking action to ensure that risk management strategies are developed and implemented e.g., complaints grievance.</li> <li>• Implementing and ensure effective work health and safety adherence to all legislative requirements</li> </ul>
<b>Leadership</b>	<ul style="list-style-type: none"> <li>• Lead and manage the team in the day-to-day operations, within funding guidelines</li> <li>• Recruit as aligned to organisational policies and sustain a diverse team member cohort representative of the community we serve</li> <li>• Recruiting employees in line with Wellways recruitment policies and procedures, who are suitably qualified, performance and professional development requirements are managed effectively</li> <li>• Leading and supporting an effective team-based ethos of collaboration, co-operation and mutual support</li> <li>• Leading an environment based on shared accountability and effective knowledge sharing</li> </ul>

## Essential Requirements, Knowledge, Experience and Skills

<b>Qualifications &amp; Essential Requirements</b>	<ul style="list-style-type: none"> <li>• Tertiary Qualifications in a social science or related discipline or equivalent experience</li> <li>• Current valid Driver License and the ability to undertake regular travel</li> <li>• Appropriate IT skills</li> <li>• Satisfactory Police Records Check</li> <li>• Satisfactory Working with Children Check - NSW</li> <li>• Completion of NDIS worker orientation module</li> <li>• Right to Work within Australia</li> <li>• Demonstrated experience working within within the specified local community in at least one of the Caring, Mental Health, Community, Disability or Health Sciences Sectors</li> <li>• A minimum of 2 years leadership experience</li> <li>• Available to participate in 'out of hours' activities as required</li> </ul>
<b>Technical Knowledge and Experience</b>	<p>Required:</p> <ul style="list-style-type: none"> <li>• An understanding and experience of delivering 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</li> <li>• An understanding of current government policy and strategic directions in carer reform, establishing and maintaining relations with government departments and other key stakeholders such as Local Health Districts and Primary Health Networks</li> <li>• A deep understanding of your local community and service offerings</li> <li>• Ability to implement and model reflective practice and develop the capability and performance of team members through informal and formal performance development processes</li> <li>• An understanding of the social model of health and its connection to community development organisations, along with demonstrated application of this knowledge to improve service delivery</li> <li>• Experience in creating, analysing and utilising data and information to support the success of the program</li> <li>• An understanding and demonstrated commitment to social inclusion and diversity</li> </ul> <p>Desirable:</p> <ul style="list-style-type: none"> <li>• Prior experience working within any one of the Caring, Mental Health, Community or Disability sectors.</li> <li>• An unwavering commitment to the local community and service offerings</li> <li>• Fluency in other languages</li> </ul>

<b>Skills</b>	<p><b>Leadership</b></p> <ul style="list-style-type: none"> <li>• The ability to understand, demonstrate and exhibit the values of Wellways</li> <li>• The ability to communicate and model a vision that generates enthusiasm and commitment</li> <li>• Action oriented, and able to drive innovative solutions</li> <li>• The ability to not only identify potential issues and setbacks, but also to generate solutions and communicate these to others</li> <li>• Experience including the ability to lead, motivate and coach staff and resolve conflict with support from the Service Manager</li> </ul> <p><b>Strategic planning</b></p> <ul style="list-style-type: none"> <li>• The role requires a highly motivated, independent thinker who is comfortable supporting strategic recommendations</li> </ul> <p><b>People leadership</b></p> <ul style="list-style-type: none"> <li>• Demonstrated understanding of and commitment to Wellways values</li> <li>• Demonstrated staff management skills and experience including the ability to lead, motivate and coach staff and resolve conflict.</li> </ul> <p><b>Communication</b></p> <ul style="list-style-type: none"> <li>• Proven ability and experience in representing organisations.</li> <li>• Strong interpersonal and relationship building skills</li> <li>• Effective communication skills, verbal and written, including the ability to produce reports, public speaking and conference presentations.</li> </ul> <p><b>IT</b></p> <ul style="list-style-type: none"> <li>• Familiar in Microsoft Office Suite</li> <li>• Experience using a CRM</li> <li>• Ability to utilise other Office/IT/Communications platforms</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

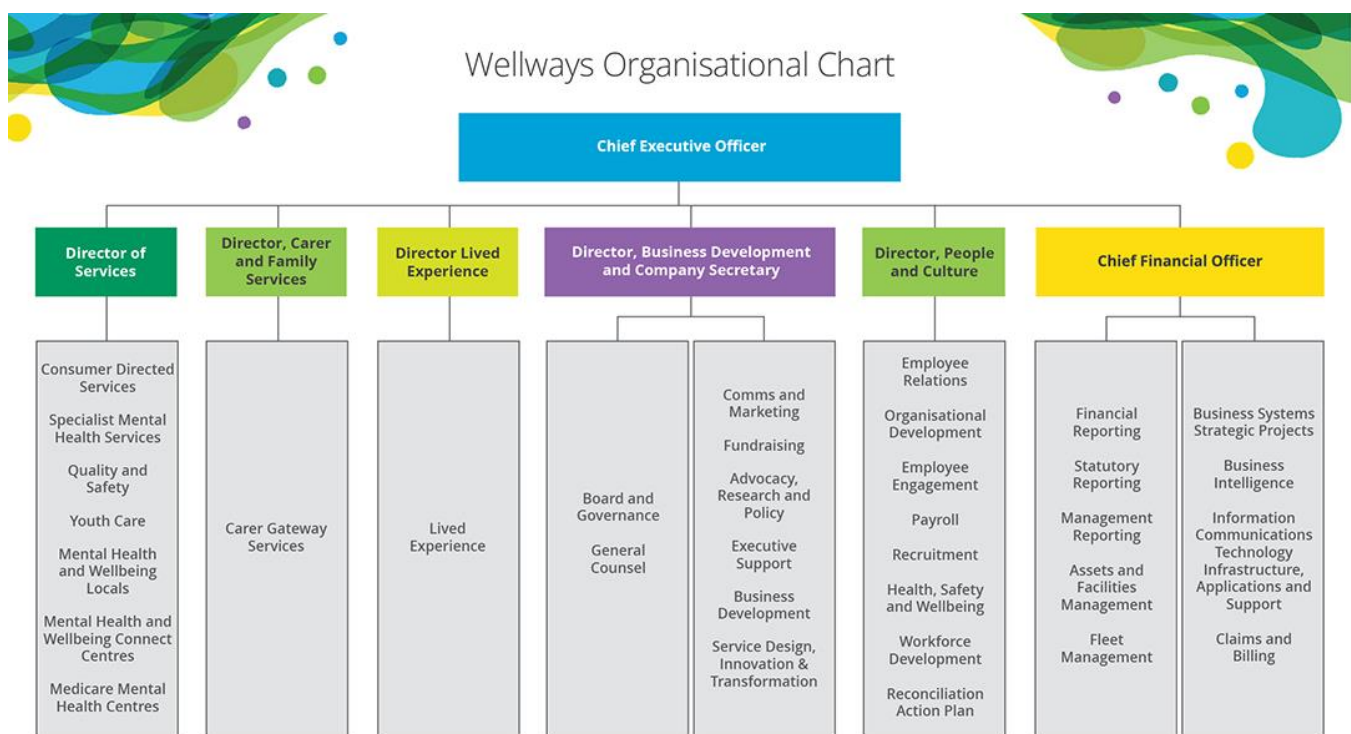
People – Number of Directs: up to 15

Travel Percentage: As required

On Call: As required

Special Requirements n/a

## Attachment 1



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