

Position description

Title of the role:	Lived Experience Strategy and Organisational Design Manager
Classification:	SCHADS Level 7
Schedule:	B
Program Area:	Lived Experience
Location:	TBC
Reports to:	Director Lived Experience
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 Lived Experience Strategy and Organisational Design Manager is responsible for overseeing and embedding lived experience perspectives across Wellways, ensuring they are central to strategy, policy, and organisational and service design. The term 'lived experience' for this role includes people with mental distress or disability or families or kin of someone with mental distress or disability. The role is deeply informed by lived experience values, knowledge, stories and evidence.

The role is responsible for leading the Strategy and Organisational Design stream in the Lived Experience Leadership Team. Its purpose is to drive the implementation of the Wellways lived experience strategy; co-lead the design of organisational strategies, policies, position statements, and models of care; contribute to tender development; contribute to non-lived experience employee practice guidance; and support research and evaluation. A focus of the role will be working across the organisation at the strategic level.

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

Responsibilities

Key Functions	Key Performance Indicators
Lived experience leadership in strategy and service design	<ul style="list-style-type: none"> • Provide lived experience leadership to the development or review of Wellways' organisational strategies, policies, position statements, and models of care. • Ensure lived experience perspectives are embedded throughout strategic and operational documents. • Identify, lead and collaborate in culture change and other strategic change management activities. • Partner in the development of tenders. • Support and advise on Wellways' research and evaluation projects. • Facilitate participation and leadership of lived experience employees, participants and families in service and system design.
Lived experience strategy implementation	<ul style="list-style-type: none"> • Lead the implementation of the Wellways lived experience strategy, across the organisation. • Actively promote the lived experience strategy across the organisation to build understanding, capability, and commitment. • Monitor progress against the lived experience strategy milestones and report regularly on implementation outcomes and areas for improvement.
Interest holder engagement and support	<ul style="list-style-type: none"> • Build and maintain effective working relationships across Wellways directorates to integrate lived experience perspectives into programs, projects, and initiatives. • Work collaboratively with the Lived Experience Leadership Team and other lived experience employees. • Respond to requests for information or work from the Lived and Living Experience Authority (LLEA).

	<ul style="list-style-type: none"> • Provide regular updates to LLEA on lived experience progress and seek their guidance on emerging issues or opportunities.
People management and development	<ul style="list-style-type: none"> • Provide leadership, development and coaching of the team to ensure quality service is delivered • Implement effective lived experience supervision, professional development, and performance development reviews in accordance with Wellways policy and procedures • Ensure Wellways values are reflected in all team interactions with people and organisations • Recognise and reward excellence and innovation and celebrate successes • Listen to people and ensure they feel safe and respected in the workplace • Lead and support effective team-based ethos of collaboration, co-operation and mutual support • Lead an environment based on shared accountability and effective knowledge sharing.

Essential Requirements, Knowledge, Experience and Skills

Qualifications & Essential Requirements	<ul style="list-style-type: none"> Publicly disclosed lived experience of mental distress or as family or supporter of someone with mental distress. Experience in designated lived experience roles. Lived expertise in leading organisational and system change. Demonstrated experience in leadership and people management. Current valid Driver's Licence and the ability to undertake regular travel. Satisfactory Criminal Record Check. Satisfactory Working with Children Check. Satisfactory NDIS Worker Screening Check NDIS Worker Orientation Module Certificate Right to Work within Australia.
Technical Knowledge and Experience	<ul style="list-style-type: none"> Ability to think strategically and understand systems. Demonstrated understanding of strategic and operational development processes Experience in leading the development of systems and organisations from a lived experience perspective. Familiarity with relevant federal and state legislation and policy. Ability to problem-solve, influence and negotiate innovative solutions that benefit participants, the community and the organisation. Ability to advise on and support lived experience engagement and partnership processes.
Lived experience knowledge and commitment	<ul style="list-style-type: none"> Knowledge of the history and values of LLE movements. Expertise in lived experience discipline perspectives. Ability to work with both participants and families and to incorporate different perspectives. Commitment to human rights, recovery, and trauma informed care. Commitment to embracing diversity, intersectionality and cultural safety. Strong relational advocacy skills Demonstrated ability to publicly disclose lived experience.
Skills	Strategic and organisational development leadership <ul style="list-style-type: none"> Demonstrated capability to model and provide strategic and operational lived experience leadership to improve the experience and outcomes for participants and families. Ability to lead in shaping strategic priorities and organisational development activities, using lived experience perspectives. Ability to identify potential issues and setbacks and then to generate solutions Ability to communicate and model a vision that generates enthusiasm and commitment. Ability and motivation to bring projects and processes to completion.

	<p>People leadership</p> <ul style="list-style-type: none"> • Demonstrated staff management skills and experience including the ability to lead, motivate and coach staff and resolve conflict. • Ability to strategically prioritise and manage work demands in relation to available resources. • Demonstrated understanding of and commitment to Wellways values in interactions with employees. <p>Communication and relationships</p> <ul style="list-style-type: none"> • Ability to inspire motivation and action through role modelling and communication • Ability to communicate, build trust and work effectively with colleagues and a diverse range of interest holders. • Openness to giving and receiving feedback, and to engage in reflective practice. • Ability to communicate complex ideas—verbally, visually and in writing—tailored to diverse audiences including executive leaders, frontline staff, participants and families. • Proven ability and experience in representing organisations. <p>Information technology</p> <ul style="list-style-type: none"> • Competent in using Microsoft Office suite • Proficient in using digital platforms such as Microsoft Teams to facilitate remote meetings and workshops • Ability to navigate and manage shared file systems, version control, collaborative editing, and maintaining up-to-date project documentation.
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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.

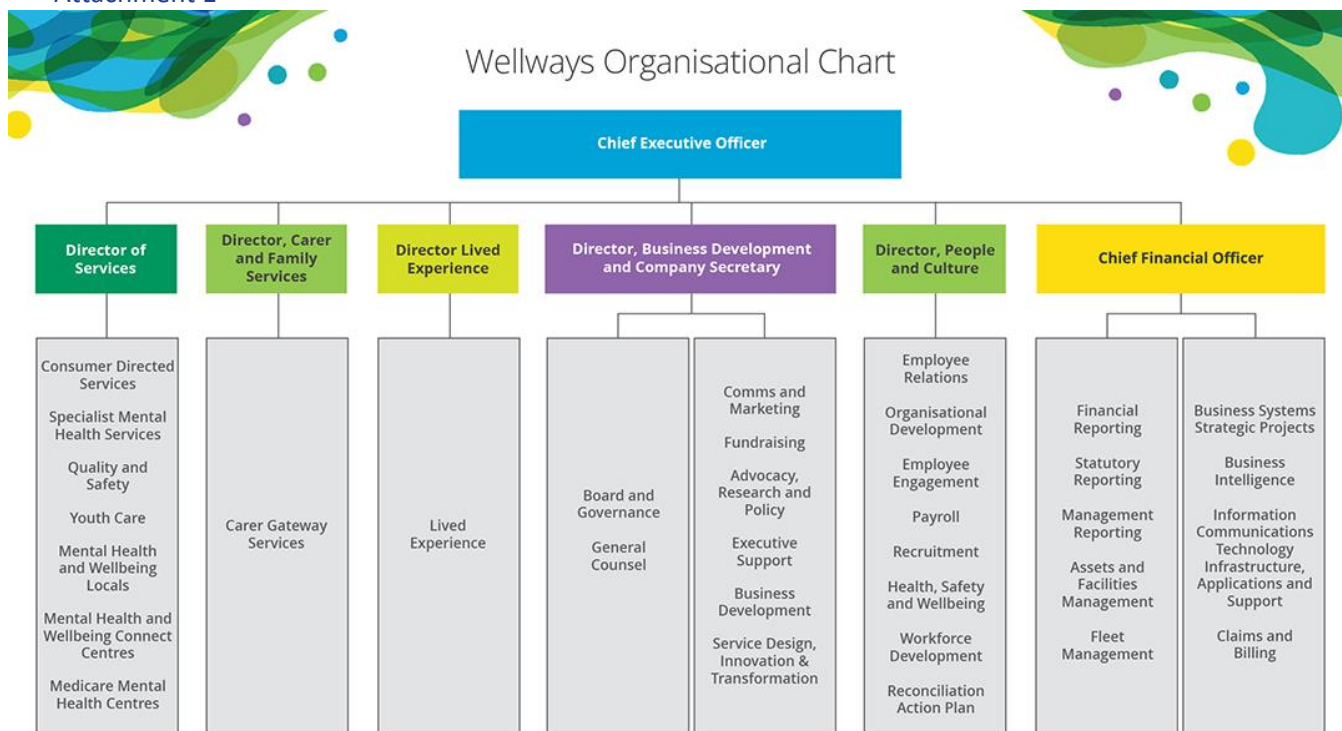
Financial Delegation: As per delegation schedule

People – Number of Directs: 2+

Travel Percentage: As required

On Call: n/a

Attachment 1



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