



## Position description

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| Title of the role: | Clinical Care Consultant |
| Classification:    | SCHADS Level 6           |
| Schedule:          | Schedule B               |
| Program Area:      | Quality and Safety       |
| Reports to:        | Clinical Lead            |
| Last Revised:      | July 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 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

Working with colleagues from across Queensland, NSW, ACT, Victoria and Tasmania, the Clinical Care Consultant forms a key role in providing clinical oversight and guidance to our frontline teams working with participants in the community who have a range of complex needs.

The Clinical Care Consultant provides a specialised focus on working with those who may have an acquired brain injury; intellectual disability or mental health diagnosis which requires high quality, attuned support from our teams. To achieve this, Clinical Care Consultant will undertake complex needs assessments, provide tailored training to teams and work closely with specialist services and supports to ensure holistic support, whilst also informing and guiding organizational clinical practice nation-wide.

Working in partnership with frontline staff to develop an understanding of participant needs and preferences, working collaboratively to develop and implement practice framework that are in alignment,

The Clinical Care Consultant supports participants across a range of programs within Wellways including National Disability Insurance Scheme (NDIS) services, iCare, Child safety & specialist mental health programs.

Some Key functions include.

- Supporting teams in their work with participants who may have high and/or complex support needs, ensuring that service delivery is person-centered, strengths-focused and in alignment with evidence-based practice
- Development, monitoring and evaluation of complex care plans and risk assessments
- Ensuring all clinical requirements of Wellways participants are appropriate, safe, reviewed and managed
- Providing clinical advice and direction related to participant service delivery as needed including participation in the afterhours clinical on call roster
- Coordinating and delivering tailored training to support workers and other Wellways staff, with a focus on the implementation and understanding of behavioural support plans and providing least restrictive care
- Following the competency framework to ensure employees have the expertise and sufficient capabilities to perform the work required of them
- Working closely with the Wellways Quality team and Clinical Lead to support the achievement of high-quality services and positive outcomes. Have a background in patient mental health assessment, treatment, and care coordination, as well as a demonstrated knowledge and skills of contemporary mental healthcare nursing practice.

As the Clinical Care Consultant will be providing support for Wellways programs across the eastern seaboard, the support provided will be a hybrid arrangement of in person and remote support drawing upon telehealth wherever possible. Where in person support is best, the Clinical Care Consultant will undertake travel within the area of their responsibility, to ensure participants are supported to live a safe, fulfilling, and meaningful life in the community and teams feel supported and heard.

## Responsibilities

| Key Functions                    | Key Performance Indicators   |
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| <p><b>Clinical Expertise</b></p> | <ul style="list-style-type: none"> <li>• Ensure all clinical requirements of Wellways participants are appropriate, safe, reviewed, and managed.</li> <li>• Provide clinical guidance to frontline staff in the implementation of strategies and interventions recommended in a Behaviour Support Plan, complex care plan or other relevant participant support plan.</li> <li>• Provide Wellways staff with advice and support related to assisting participants who present with behaviors of concern, based on evidence-based practice and the latest research which promotes working in the least restrictive way</li> <li>• Provide clinical advice relating to participant service delivery to interdisciplinary teams in line with evidence-based practice, Disability Services Standards, Child Safety, NDIS and other relevant legislative requirements.</li> <li>• Develop, monitor and review complex care plans and risk assessments related to participants with high and/or complex support needs.</li> <li>• Undertake regular reviews of clinical documentation related to participants with high and/or complex support needs to ensure alignment with best practice that supports optimal participant outcomes.</li> <li>• Identify the training needs for staff working with participants with complex needs, and coordinating training requirements</li> <li>• Deliver regular face to face and virtual training to support workers and other Wellways staff as required</li> <li>• Follow the competency framework to ensure employees have the expertise and sufficient capabilities to perform the work required of them</li> <li>• Maintain confidentiality and adhere to privacy requirements<br/>Accurately record all clinical details related to participant care</li> <li>• Provide clinical on-call telephone support outside of normal working hours as rostered</li> </ul> |

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| <p><b>Team Effectiveness</b></p>  | <ul style="list-style-type: none"> <li>• Work closely with frontline teams to ensure clear communication and collaboration for safe clinical care</li> <li>• Promote a culture of cohesion and collaboration across the organisation and encourage connections between staff from different programs</li> <li>• Utilise video conferencing and travel (where appropriate) to connect geographically dispersed teams to support program needs</li> <li>• Facilitate and participate in team meetings including regular clinical care meetings</li> <li>• Work with the Clinical team to develop systems and processes to support rapid response and risk management across the organisation</li> </ul>  |
| <p><b>Maintain a high level of program quality and drive continuous improvement</b></p> | <ul style="list-style-type: none"> <li>• Ensure clinical care aligns with relevant legislative and/or registration requirements, e.g.: the NDIS Quality and Safeguards Commission or ACIA standards</li> <li>• Ensure frontline clinical care aligns with relevant Wellways policies, procedures and clinical guidelines</li> <li>• Report all incidents and complaints in line with registration requirements specified timeframes</li> <li>• Maintain safe work practices and nurture a safe and healthy environment in accordance with occupational health and safety policies and legislation</li> <li>• Commitment to participation in Continuing Professional Development (CPD) and supervision in line with the recommendations of the professional body relevant to qualification.</li> <li>• Commitment to ongoing clinical supervision and reflective practice</li> <li>• Maintain all relevant registrations and attain any required training</li> <li>• Actively engage in processes of reflection, supervision and training.</li> </ul> |
| <p><b>Organisational Alignment</b></p>  | <ul style="list-style-type: none"> <li>• Support the ongoing development of quality clinical systems and standards, research and evaluation activities to support enhanced program delivery</li> <li>• Foster effective communication with, and maintain positive relationships internal and external stakeholders</li> <li>• Establish and maintain strategic partnerships with other organisations that support program, regional and organisational plans</li> </ul>  |

## Essential Requirements, Knowledge, Experience and Skills

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| <p><b>Qualifications &amp; Essential Requirements</b></p> | <ul style="list-style-type: none"> <li>• Bachelor’s degree qualifications in Nursing or Mental Health Nursing</li> <li>• Current registration with the professional body relevant to qualification</li> <li>• Post Graduate qualifications and/or experience related to positive behaviour support, applied behaviour analysis or a related field will be highly regarded</li> <li>• Demonstrated experience/knowledge in working with community services Industry</li> <br/> <li>• NDIS Worker Orientation Module Certificate is mandatory prior to commencement</li> <li>• Current valid Driver License and the ability to undertake regular travel</li> <li>• Current Police Records Check Current</li> <li>• Working with Children Check Current</li> <li>• LCS2 and Blue Card</li> <li>• NDIS Workers Screening Check</li> <li>• Right to Work within Australia</li> <li>• Ability to participate in out of hours activities as required to undertake the role</li> </ul>   |
| <p><b>Technical Knowledge and Experience</b></p>          | <p><b>Essential:</b></p> <ul style="list-style-type: none"> <li>• Demonstrates an understanding of therapeutic principles related to person centered care and mental health, including early intervention, trauma informed care, strengths focused, holding hope, personal recovery, and culturally sensitive practices. Well-developed assessment skills</li> <li>• Proven understanding of competency-based training in clinical care</li> <li>• High level knowledge and extensive experience in nursing homes/ hospitals or providing care in a community setting</li> <li>• Competent in the use of the Microsoft Office Suite, specifically outlook, excel and word</li> <li>• Commitment to best practice</li> <li>• An ability to lead culturally competent services appropriate to the needs of people from diverse backgrounds, including people from CALD, LGBTQIA+ and Indigenous backgrounds</li> <li>• Commitment to continuous improvement and evidence-based practice</li> </ul> <p><b>Desirable:</b></p> <ul style="list-style-type: none"> <li>• Fluency in other languages</li> </ul> |

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| <p><b>Skills</b></p> | <p><b>Communication</b></p> <ul style="list-style-type: none"> <li>• Effective communication skills with people from a variety of backgrounds, including people from CALD and Indigenous backgrounds.</li> <li>• Effective written communication, including the ability to maintain objective participant reports</li> <li>• Highly developed verbal and non-verbal communication skills, particularly in relation to supporting staff to understand and manage clinical care needs</li> <li>• Ability to resolve communication issues in an appropriate manner</li> </ul> <p><b>Interpersonal</b></p> <ul style="list-style-type: none"> <li>• Strong skills in developing and maintaining relationships with participants, key stakeholders and staff</li> <li>• Compassionate and treats all people with dignity and respect</li> <li>• Agile and able to lead through change</li> <li>• Able to advocate effectively for participants, their families and friends, based on their choices</li> <li>• Emotionally intelligent</li> </ul> <p><b>Organising and planning</b></p> <ul style="list-style-type: none"> <li>• Able to priorities competing demands and operate accordingly</li> <li>• Able to recognise barriers and find effective ways to navigate them</li> <li>• Ability to manage and deliver all KPI's</li> </ul> <p><b>Self-Management</b></p> <ul style="list-style-type: none"> <li>• Alignment with, and adherence to, professional ethics and boundaries</li> <li>• Self-aware and professional</li> <li>• Motivated, innovative and able to work autonomously</li> </ul> <p><b>Information Technology</b></p> <ul style="list-style-type: none"> <li>• Competent in Microsoft Office Suite</li> <li>• Experienced in the use of client management systems</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.

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| <b>Financial Delegation:</b>       | As per delegation schedule   |
| <b>People – Number of Directs:</b> | Nil  |
| <b>Travel Percentage:</b>          | As Required  |
| <b>On Call:</b>                    | Clinical on-call telephone support outside of normal working hours as rostered   |
| <b>Special Requirements:</b>       | The incumbent is required to maintain registration with, and fulfil the CPD and supervision requirements of, the professional body relevant to qualification (e.g. AHPRA). |

Refer below for a reference to the overall Wellways organisation structure.