



Position description

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| Title of the role: | Carer Gateway Contact Centre – Intake and Registration Officer |
| Classification: | SCHADS Level 3 |
| Schedule: | Schedule B |
| Program Area: | Carer Gateway Services |
| Reports to: | Team Leader |
| Last Revised: | August 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 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 equal opportunity
- 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 Intake and Registration Officer is a newly created role responsible for undertaking intake and registration services for carers accessing support provided by the Carer Gateway across Queensland. The objective of the role is work with carers primarily over the phone to access information and complete the intake and registration process.

The new Carer Gateway Services have been created in the context of national reforms and represents an exciting new era for the delivery of innovative carer services.

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

Reporting to the Team Leader working under limited direction, this role will involve:

- Support carers with a high level of customer service ensuring carers are listened to with patience and non-judgement
- Provide Intake and Registration services to carers as outlined in the Carer Support Framework
- Ensuring the service approach incorporates the following service principles: Carer Focussed, Practical and Flexible, Inclusive
- Creating an environment which carers will find welcoming, real and inclusive
- Develop support relationships with carers which are positive and are built on Wellways values

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

Responsibilities

| Key Functions | Key Performance Indicators |
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| Intake and Registration | <ul style="list-style-type: none"> • Ensure that carers meet the eligibility requirements for accessing services and supports • Registration of carers into the Wellways Client Management System • Utilising the Carer Support Framework to complete intake and registration • Provide information to carers on the process for intake needs assessment and planning, and available supports • Schedule assessment and planning appointments for Carer Support Workers • Conduct Risk assessments, including assessment of suicide risk and violence risk, develop action and safety plans to mitigate any risks, providing follow up support if required, and communicating all risk with Team Leader • Provide carers with information on internal and external programs/services ensuring referral pathways for carers and their families. • Ensure referrals are provided to service delivery teams with accurate and complete information that allow for the timely commencement of service(s) |
| Quality 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 | <ul style="list-style-type: none"> • Ensure the service approach incorporates the following service principles: Carer Focussed, Practical and Flexible, Inclusive • Ensure adherence to the Wellways Contact Centre Service Design and Carer Gateway Service Provider Operating Manual and all other relevant policies and procedures • Ensure that calls are answered as per grant agreement and that the quality of the service provision is constantly maintained • Ensure all documentation is provided to relevant service delivery teams in a timely manner. • Ensure appropriate Carer Gateway documentation is maintained in Wellways client management system as required to meet statutory requirements including statistical data for reporting purposes. • Maintain strict client confidentiality while reinforcing the client's rights and responsibilities. • Adhere to protocols and agreements between Wellways, consortium partners and relevant service providers. |

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| Stakeholder engagement and advocacy Ensuring active intervention in health promotion and Advocacy | <ul style="list-style-type: none"> Establishing and maintaining relationships with local service providers and community organisations Where carer needs are best met through other agencies, advocate with those agencies to access assistance for carers Representing Wellways in a variety of settings, including national and international forums Supporting lived experience leadership and advocacy |
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Essential Requirements, Knowledge, Experience and Skills

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| Qualifications & Essential Requirements | <ul style="list-style-type: none"> Qualifications and/or experience working in community services, allied health, administration or carer/family peer positions Driver's License Appropriate IT skills Satisfactory National Police Records Check (within last 12 months) QLD Blue Card QLD Yellow Card Right to Work within Australia NDIS Code of Conduct Available to participate in out of hours activities as required to undertake the requirements of the role Willingness to work set shifts: 6am to 2pm or 2pm to 10pm |
| Technical Knowledge and Experience | <p>Required:</p> <ul style="list-style-type: none"> 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 Demonstrated knowledge of caring roles and the impact on carers health and wellbeing to determine support requirements Experience in coordinating responsive individualised support to individuals, families, young people and children with caring roles Demonstrated skill in establishing empowering and supportive partnerships with individuals, families, young people and children with caring roles A commitment to family centred practice and maximising the opportunities and support for people within their local communities <p>Desirable:</p> <ul style="list-style-type: none"> Strong focus on excellent customer service Data entry and record keeping Communication skills (written and verbal) An understanding and demonstrated commitment to social inclusion and diversity Contact Centre experience |

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| Skills | <p>Communication</p> <ul style="list-style-type: none">• 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.• 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. |
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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: Company vehicle will be provided for outreach services that may be required from time to time

On Call: n/a

Attachment 1

