

Position Description

Role	Operations Manager
EBA / Award	Social, Community, Home Care and Disability Services Industry Award
Classification	Schedule B Level 7
Direct Operational Report	General Manager – QLD/NSW/ACT
Primary Site	Toowoomba, Queensland
Last updated	October 2025

Be part of a major boost to Mental Health and Wellbeing in Queensland!

The Toowoomba Integrated Mental Health Hub is an innovative new way of providing integrated stepped care in Queensland's mental health and wellbeing system. Wellways, alongside five consortia partners, Each, Lumsden Psychology, Queensland Program of Assistance to Survivors of Torture and Trauma (QPASTT) and Goondir, will offer an easy way for people to access seamless care and support for mental health concerns. Services are free, voluntary and easy to access. The Hub will operate on the principles of 'no wrong door', community inclusion and consumer choice and control.

The Role

The Operations Manager will lead the establishment and ongoing operations of the Toowoomba Integrated Mental Health Hub leading a partnership hosting a multidisciplinary team of dedicated providers to deliver high quality, integrated supports.

Role Purpose

This is a key senior leadership role responsible for overseeing daily operations, service growth and alongside the clinical lead, robust clinical governance. The role will ensure excellence in integrated, holistic health care, delivering improved outcomes for consumers, families, carers and the wider community. The Operations Manager will foster innovation, embed lived experience and build a values-driven culture.

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Main responsibilities of the role include:

- Leading the implementation and establishment of the Toowoomba Integrated Mental Health Hub, including the transition of consumers and the establishment of systems and processes that support a safe, high quality consumer experience
- Co-ordinating all aspects of operations and administration including program performance, reporting, stakeholder partnerships and strategic direction
- Facilitating effective working relationships with Governance Groups, DDWMPHN, Consortia members, other Wellways teams and key stakeholders
- Working collaboratively with community and the co-design group to deliver high quality services that suit the Toowoomba LGA
- Ensuring all aspects of the service are effectively communicated to stakeholders and the community
- Identifying and working collaboratively with stakeholders who support populations who experience barriers to service access to promote the hub and its services.

Making a Difference

This role will shape and influence the way mental health and wellbeing services are delivered in Queensland, particularly Toowoomba. Through strong leadership, partnerships and collaboration, the Operations Manager will:

- Lead a multidisciplinary workforce, ensuring seamless integration between clinical and peer supports.
- Lead a cohesive partnership consortium for a smooth service experience for people accessing the Hub.
- Establish and strengthen partnerships across health, community and lived experience sectors.
- Drive innovation to improve access, equity and consumer experience.
- Build a culture of recovery-oriented practice, co-design and continuous improvement.

Commitment to Reconciliation

We acknowledge that Aboriginal and Torres Strait Islander peoples have not always been well served by mental health and disability services. Their social and emotional wellbeing has been impacted by generations of trauma, injustice and systemic disadvantage. As partners, we recognise our responsibility in addressing these issues of inequality and stigma. We are committed to creating culturally safe, inclusive and responsive services for First Nations community members, their families and carers.

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About Wellways

Wellways supports people's social, emotional and physical wellbeing through community-based services.


With over 45 years' working with people, their family, friends and carers, Wellways is a not-for-profit provider that delivers services through partnership across five Australian states and territories.

Founded by a community of family carers as an advocacy group, Wellways puts lived experience at the centre to provide free, safe and inclusive mental health and disability services to people in their chosen communities.

Integrated Mental Health Consortia

The consortium, led by Wellways, includes four partners: Each, Lumsden Psychology, QPASTT and Goondir. This diverse coalition enhances service delivery through comprehensive, community-focused care. The partnership brings expertise from deep local regional connection, strong clinical background, lived experience expertise, First Nations and multicultural cultural awareness and will deliver comprehensive, integrated and person-centred care across the Toowoomba Region. The partnership will address service gaps for the 'missing middle' by enhancing accessibility and integrating primary mental health care, psychosocial support and early intervention, as well as connection to external services to address social determinants of wellbeing.

Key Areas of Accountability

 Area	Description
General	<p>Effective, high quality and responsive service</p> <ul style="list-style-type: none">• Provide professional leadership to ensure contemporary evidence informed and/or best practice in the treatment of consumers accessing the service.• Provide leadership in the promotion of a recovery-oriented, integrated service.• Promote responsiveness to the needs and concerns of consumers' families and carers.• Provide leadership to ensure the service is effective and equitable and meets the needs of consumers and their carers.• Provide strategic leadership and ensure care is delivered in line with the Consortium Governance Strategy and National Mental Health Standards.• Ensure KPIs are met and reported appropriately to ensure outcomes for the service are met

	<p>Leadership and Management</p> <ul style="list-style-type: none"> • Lead a collaborative, inclusive and innovative team culture • Support staff development, supervision and professional practice • Manage performance, recruitment and workforce planning. • Oversee complaints management, industrial processes and HR compliance • Manage consortium contracts, funding agreements and reporting requirements <p>Clinical Leadership and Governance</p> <ul style="list-style-type: none"> • Work alongside Each Clinical Lead to oversee clinical governance and ensure safe, high-quality care • Ensure professional development and supervision for clinical staff • Embed lived experience across models of care <p>Partnerships and Community Engagement</p> <ul style="list-style-type: none"> • Build and sustain strong partnerships with consortia partners (Each, Lumsden Psychology, Goondir and QPASTT) hospitals, PHNs, community organisations, community and lived experience leaders • Champion innovation and co-design approaches ensuring the voices of consumers, families and carers are heard and woven through service model • Ensure services are accountable and responsive to the community
Continuous Improvement and Quality	<ul style="list-style-type: none"> • Lead continuous improvement practices and accreditation processes • Monitor incidents, feedback and outcomes for service reporting and planning • Foster a culture of safety, transparency and accountability. • Ensure any referrals and service confirmation is provided to service delivery teams with accurate and complete information that allow for the timely commencement of service(s) • Adhere to protocols and agreements between the consortium partners and relevant service providers, ensuring positive interactions with internal/external stakeholders

	<ul style="list-style-type: none"> • Maintain a good working knowledge of and adherence to standards and legislation relevant to the role (such as Child Safe Standards, Aged Care Act etc) and actively promote compliance to any such standards and legislation • Ensure documentation is maintained in the participant management system as required to meet statutory requirements including statistical data for reporting purposes • Undertake any additional tasks that reasonably fall within the scope of the position • Oversee compliance with DDWM PHN and consortium partner policies and procedures in all aspect of service delivery <p>Resource Management</p> <ul style="list-style-type: none"> • Manage and monitor budgets, ensuring efficient use of resources • Oversee accounts payable/receivable and brokerage funds • Ensure alignment with contractual and funding obligations
Service Model and Operations Manual development, implementation and evaluation.	<ul style="list-style-type: none"> • Oversight of the development and implementation of the Toowoomba Integrated Mental Health Hub service model in line with the Consortiums Tender Submission. • Oversight of the development and continuous improvement of the Toowoomba Integrated Mental Health Operations / Process Manual.

Key Requirements

Area	Description
Desireable qualification or experience	<ul style="list-style-type: none"> • Bachelor / Masters in Psychology, Allied Health, Nursing or other relevant qualification • 5+ years mental health management experience • Relevant professional registration
Knowledge and Skills	<ul style="list-style-type: none"> • Proven ability to lead, motivate and manage multidisciplinary teams and consortia partnerships

	<ul style="list-style-type: none"> • Experience embedding lived experience into models of care • Strong partnership-building and stakeholder management skills • Demonstrated ability to drive innovation and systemic change • Strong communication, leadership and analytical skills • Demonstrated skill in establishing, empowering and supportive partnerships with individuals, families and carers • A commitment to Person centred practice and maximising the opportunities and support for people with a mental illness or psychological distress within their local communities • Able to plan, prioritise and work independently to ensure outcomes are achieved • The ability to express personal views and tackle sensitive information in a constructive and diplomatic manner • An understanding and demonstrated commitment to social inclusion and diversity
Information Technology	<ul style="list-style-type: none"> • Basic skills/willingness to learn skills in Microsoft Office Suite and CRM systems
Compliance	<ul style="list-style-type: none"> • 100 points of identification • Evidence of right to work in Australia • Drivers Licence • National Police Check • International Police (if required) • Working with Children Check - Blue Card • NDIS Workers Screening Check • NDIS Workers Orientation Modules – free online course
Other	<ul style="list-style-type: none"> • Willingness to travel if required <p>Desirable</p> <ul style="list-style-type: none"> • Personal lived experience of mental health challenges or caring role • Prior experience working within the Mental Health or AOD sectors or a community-based organisation • Aboriginal, Torres Strait Islander, people living with a disability and Culturally and Linguistically Diverse people and people who identify as LGBTIQ+ are encouraged to apply

Required Values and Behaviours

Area	Description
Authenticity and Integrity	<ul style="list-style-type: none"> We will bring our whole selves to the table and work from a position of trust and belief in the other, recognising community and wellbeing belongs to all of us. We are committed to leading a culture that is helpful and understands people exist and have complex intersectional circumstances that can lead to psychological distress.
Compassion	<ul style="list-style-type: none"> We will commit to a compassionate approach and understanding leading with curiosity.
Respectful Collaboration	<ul style="list-style-type: none"> We are respectful and recognise the power in our different experiences and organisations work views and recognise we all have something to learn from each other.
Commitment to reconciliation	<ul style="list-style-type: none"> Demonstrates commitment to reconciliation Work towards create culturally aware and safe services for First Nations Community Members
Quality and Safety	<ul style="list-style-type: none"> Ensure any risks are identified and reported promptly and that prevention strategies are implemented to ensure the safety of all consumers. Ensure and take all reasonable care for your personal safety and the safety of, consumers and colleagues. Actively participate in workplace health and safety initiatives and consult with colleagues and management in relation to issues that impact on the safety of the workplace. Comply with all Policies and Procedures Maintain confidentiality as per policies and procedures and in accordance with relevant privacy and health records legislation. Actively involve consumers and/or carers in quality and safety improvement activities.

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	<ul style="list-style-type: none"> • Maintain up-to-date immunisation status related to • Ensure that the principles of general and consumer manual handling are adhered to.
People and Culture	<ul style="list-style-type: none"> • Act in accordance with the 'Code of Conduct' and 'Workplace Behaviour' Policies. • Actively participate in relevant professional development.
Equality and Equity	<ul style="list-style-type: none"> • We will strive for equality and equity in our approach to partnership and the community we serve. • We aim to break down the barriers of power and privilege recognising we come together toward a common goal.
Honesty and Courage	<ul style="list-style-type: none"> • We will have robust feedback mechanisms in our model of care and governance structure to actively engage with community and participants to ensure we are meeting their needs and we are accountable to these. • We lean into difficult conversations realising this is when there is the greatest opportunity to learn.
Excellence and Appreciation	<ul style="list-style-type: none"> • Our work will be evidence based and we commit to continuous quality improvement processes to ensure the people using our service have excellent outcomes.
Commitment to reconciliation	<ul style="list-style-type: none"> • Demonstrates commitment to reconciliation. • Work towards creating culturally aware and safe services for First Nations Community Members.