

Position description

Title of the role:	Quality Program and Continuous Improvement Officer
Classification:	SCHADS Level 5
Schedule:	Schedule B
Program Area:	Quality
Location:	Open
Reports to:	Quality Projects and Implementation Lead
Last Revised:	September 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

Under the support and direction of the Project and Implementation Lead, sitting within the organisational Quality team, the Quality Projects and Implementation Officer will support the success of Wellways in delivering new programs with a particular focus on the establishment and maintenance of new Mental Health and Wellbeing Local Services within Victoria. This role will be responding to emerging needs impacting on these programs, including legislative changes or changes in quality standards and certifications.

The Quality Projects and Implementation Officer will support the Project and Implementation Lead and respond to the quality needs of new programs and tender opportunities, as well as contribute to a range of diverse projects that require organisational capacity building.

The Quality Projects and Implementation Officer position will be responsible for contributing to and following project plans to encompass the end-to-end activities required to support the implementation of new programs or build organisational capability to changing sector needs.

Key Responsibilities of the role include to:

- Understand new program requirements inclusive of any legislative and contractual guidelines and rules
- Support frontline teams to enact any compliance activities aligned to legislative or funder requirements are implemented across the organisation
- Assist in developing quality project plans to deliver new programs and services
- Provide support and coordinate training required to embed quality processes in new programs
- Identify opportunities for the implementation of single systems and processes across the organisation to support consistent processes
- Ensure the people impacts of systems and quality controls are considered, in terms of participant experience, staff engagement and efficiency
- Ensure all program quality needs are compliant with funder requirements
- Collaborate with corporate service teams and service delivery to respond to immediate and emerging quality needs, especially in the implementation of new programs, with a particular focus on the establishment of new Mental Health and Wellbeing Local services

Refer to Attachment 1 for a reference to the overall Wellways organisation structure and for the relationship lines in context of the role.

Responsibilities

Key Functions	Key Performance Indicators
Respond to emerging organisational needs	<ul style="list-style-type: none"> • Embed the quality framework within new programs including updating internal systems such as our <i>Feedback Management System</i>, <i>Incident Management System</i>, and <i>Continuous Quality Improvement</i> systems • Review new program scope to assess quality needs and compliance • Assist in the development of any new required program specific policies, procedures, tools and forms • Contribute to reports, projects, presentations, and other administrative work as required • Assist in the delivery of training to new programs on the use of quality tools to support high levels of engagement, safety and compliance • Support the Project and Implementation Lead to monitor the effective implementation of quality systems and processes to ensure efficacy • Improve local responses and education on data health in new programs including tracking of minimum data set • Identify emerging risks or systemic issues in the implementation of new programs and act on process improvements related to deliver better practice, service efficiencies and continuous improvement
Compliance	<ul style="list-style-type: none"> • Identify and map existing policies or processes that meet contractor legislative obligations; and evaluate the effect of these or any other controls or activities in place to meet the obligation • Support the implementation of new controls • Report requirements and proposed quality improvements to senior levels of management and Board
Quality Project Coordination	<ul style="list-style-type: none"> • Coordinate projects related to emerging quality improvement activities including regular evaluation to ensure quality outcomes are continuously met, with the support of the Project and Implementation Lead • Assist with the project design and coordination of the project response from a quality perspective • Conduct working groups, undertake collaborative solution design and co-production of new initiatives or improvements to current practice development and consolidating of practices • Support the Project and Implementation Lead to track project performance, specifically to analyse the successful completion of short and long-term goals
Relationship Management	<ul style="list-style-type: none"> • Engage with frontline service delivery teams, managers and external stakeholders to consult and develop improvements to service • Build effective internal relationships to ensure consistency of service delivery • Influence others to facilitate change • Build excellent levels of support with key external stakeholders including funders, partners and consortia representatives

Key Functions	Key Performance Indicators
Continuous Improvement	<ul style="list-style-type: none"> • Assist in the development, monitoring and evaluation of quality performance indicators • Participate in the development, communication, implementation, monitoring and review of the Quality Work Plan • Support, monitor and evaluate the continuous quality improvement register • Deliver advice and encouragement to the organisational stakeholders to further support our quality improvement ethos
Operational	<ul style="list-style-type: none"> • Attend Mental Health and Wellbeing Local Services team and governance meetings as required • Coordinate Mental Health and Wellbeing Local Service Quality and Continuous Improvement meetings as required • Promote and support engagement with our quality and safety systems in the organisation including our Feedback Management System, Incident Management System, and Continuous Quality Improvement systems. • Provide support for the Mental Health and Wellbeing Local Service teams in the resolution of complaints • Respond to, and implement improvement activities that arise out of incidents within the Mental Health and Wellbeing Local services including review of high-risk incidents (response, investigation, analysis) • Support teams to regularly engage with and contribute to organisational guidance including policies and procedures, and local program guidelines.

Essential Requirements, Knowledge, Experience and Skills

Qualifications & Essential Requirements	<p>Required:</p> <ul style="list-style-type: none"> • Tertiary qualification in a social science OR significant industry experience • Experience of working within the mental health / AOD systems and working in systems improvement, project coordination or quality improvement, preferably in a large and/or complex organisation. • National Police Records Check • Working with Children Check • NDIS Workers Screening Check • Evidence of right to work within Australia • 100 Points ID • NDIS Worker Orientation Module completion certificate – free online • LCS2 Check – Wellways to supply <p>Desirable:</p> <ul style="list-style-type: none"> • Current valid Driver's License and the ability to undertake travel as required
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Technical Knowledge and Experience	<p>Required:</p> <ul style="list-style-type: none"> • Experience in creating, analysing and utilising data and information to generate and develop a range of quality tools and systems • Project management skills, particularly in the development of new programs or organisational initiatives • Excellent written skills and attention to detail <p>Desirable:</p> <ul style="list-style-type: none"> • Lived expertise of disability and mental health issues (including as a family member or carer); experience in using lived experience in leadership and advocacy
Skills	<p>Communication</p> <ul style="list-style-type: none"> • Partnership, participation and negotiation – an ability to liaise, consult and negotiate effectively to encourage participation and maintain effective partnerships with stakeholders. • Proven ability and experience in representing organisations externally • Effective communication skills, verbal and written, including the ability to develop reports and recommendations on complex service issues and public speaking <p>Interpersonal</p> <ul style="list-style-type: none"> • Excellent interpersonal and communication skills to develop and maintain sound relationships with staff and other key stakeholders, including representation on steering committees and in external stakeholder meetings • Highly motivated, independent thinker who is comfortable making and supporting strategic recommendations • Empathy and ability to see things from others point of view • The ability to communicate and model a vision that generates enthusiasm <p>Organising and Planning</p> <ul style="list-style-type: none"> • Highly developed organisational skills • Ability to implement systems and procedures to guide work and track progress • Ability to recognise barriers and find effective ways to deal with them. • Ability to identify processes, tasks and resources required to achieve a goal <p>Self-Management</p> <ul style="list-style-type: none"> • Able to plan and prioritise work to ensure outcomes are achieved. • Excellent time management and prioritisation skills. <p>Information Technology</p> <ul style="list-style-type: none"> • Proficient with the range of digital platforms including but not limited to: <ul style="list-style-type: none"> ○ Microsoft Office Suite ○ Client information management systems

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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: As required
On Call: n/a

Attachment 1:

Wellways Organisational Chart – January 2025

