

Position Description

Title of the role:	CDS Team Leader
Classification:	SCHADS Award Level 4
Schedule:	Schedule B
Program Area:	Consumer Directed Services
Location:	Melbourne
Reports to:	Service Manager
Last Revised:	November 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

Consumer Directed Services (CDS) refers to services which are led by and funded by individual consumers. This includes services such as the National Disability Insurance Scheme (NDIS) services, Life Time Care, My Aged Care services & Community Care. These services provide support, care and access to services and technology for Australians with disabilities as well as their families and carers.

Wellways currently provides the following Support Categories as a registered provider:

- Assistance with Daily Life
- Transport
- Assistance with Social & Community Participation
- Coordination of Supports
- Improved Living Arrangements
- Increased Social and Community Participation
- Finding and Keeping a Job
- Improved Relationships
- Improved Health and Wellbeing
- Improved Learning
- Improved Life Choices
- Improved Daily Living Skills

As the CDS Team Leader, you will be responsible for day-to-day operational support to the team. You will represent Wellways values and practice through leading the team by example, always acting as a positive role model to ensure participants are supported to live a fulfilling and meaningful life in the community.

This position will be working across Wellways teams and with various external stakeholders which include the NDIA, other disability service providers, families, and health professionals within the circle of participants.

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

Responsibilities

Key Functions	Key Performance Indicators
Lead CDS Support Workers	Provide operational leadership to CDS Support Workers including: • Ensuring high quality outcomes are achieved for the service and participants in line with client care plans and organisational requirements • Planning and completing Service Agreements and Schedules of Supports with participants • Supporting NDIS participant plan reviews • Rostering CDS shifts for most efficient financial performance and highest quality service. • Recruiting, onboarding, supporting, training and supervising CDS staff in line with organizational policies • Leading practice support relating to complex work • Monitoring service intake and capacity • Facilitating team meetings and practice discussions • Motivating, supporting, and mentoring team members as needed • Monitoring resources to ensure they are sufficient for safe operation of the service (paperwork, gloves, groceries, etc) • Ensure all client paperwork is completed in a timely manner, to a high standard including being signed off (charts, behaviors, medications, etc) • Make client appointments and communicate these appointments appropriately
Team Effectiveness Working as part of the wider regional and general management team to provide exceptional service and delivery of service to participants	• Working closely with the wider leadership and CDS teams to ensure clear communication and collaboration for service delivery effectiveness • Promoting a culture of cohesion and collaboration across CDS business and encouraging connections between staff from different programs • Facilitating and participating in team meetings, Performance and Development and Review (PDR) as well as individual supervision and staff development activities • Working with Service Manager to develop systems and processes to support rapid response and risk management for this program • Working collaboratively with Clinical Care Consultant and APO representative
Maintain Quality Maintain a high level of program quality and drive continuous improvement	• Ensuring CDS operations in line with relevant legislative and/ or registration requirements, e.g.: the NDIS Quality and Safeguards Commission • Overseeing participant care quality, risk assessment and safety planning • Understanding of restrictive practice and positive behavioural support plans • Developing and assisting in the delivery of the behaviour management strategies for participants with challenging behaviours involved in the programs • Ensuring CDS operates in line with relevant Wellways policies and procedures • Managing incident escalation and staff support and response

	• Reporting all incidents and complaints in line with registration requirements and Wellways policies and procedures and within specified time frames • Maintaining safe work practices and nurture a safe and healthy environment in accordance with occupational health and safety policies and legislation • Maintaining all relevant registrations and attain any required training • Actively engaging in processes of reflection, supervision and training • Coordinating participant/ family compliments and complaints
Organisational Alignment Working with key stakeholders, supporting the achievements of organisational goals and the application of best practice frameworks	• Using established organisational systems and processes in line with Wellways policies and procedures • Supporting the reputation of Wellways as a preferred provider by contributing to high quality service delivery and by operating in line with Wellways values and Code of Conduct • Fostering effective communication and maintaining positive relationships with internal and external stakeholders • Engaging in ongoing consultation and collaboration with participants, their families, and friends • Establishing and maintaining effective relationships with other organisations to ensure effective service delivery

Qualifications & Essential Requirements	• Minimum of Certificate III in Community Services or related and/or relevant experience • NDIS (National Disability Insurance Scheme) Worker Orientation Module Certificate is mandatory prior to commencement: https://www.ndiscommission.gov.au/workers/support-for-workers/training-course • Current Driver's Licence and the ability to undertake regular travel • Satisfactory Police Records Check • Working with Children's Check • NDIS Workers Screening Check • Right to work within Australia • Appropriate IT Skills • Available to participate in out of hours activities, as required, to deliver on key role requirements and outcomes
Technical Knowledge and Experience	Required • Experience leading/ mentoring staff working with people living with disability and or mental health • Experience/ understanding of NDIS business and service models • Commitment to best practice • An ability to lead culturally competent services appropriate to the needs of people from diverse backgrounds, including people from CALD, LGBTQIA+ and Indigenous backgrounds • Commitment to continuous improvement and evidence-based practice
Skills	Communication • Effective communication skills with people from a variety of backgrounds, including people from CALD and Indigenous backgrounds. • Effective written communication, including the ability to maintain objective participant reports • Highly developed verbal and non-verbal communication skills, particularly in relation to engaging participants in their care plan • Ability to resolve communication issues in an appropriate manner Interpersonal • Strong skills in developing and maintaining relationships with participants, key stakeholders, and staff • Compassionate and treats all people with dignity and respect • Able to advocate effectively for participants, their families and friends, based on their choices • Emotionally intelligent

	Organising and planning • Able to prioritise competing demands and operate accordingly • Able to recognise barriers and find effective ways to navigate them Self-Management • Alignment with, and adherence to, professional ethics and boundaries • Self-aware and professional • Motivated, innovative, and able to work autonomously Computer • Competent in Microsoft Office Suite • Experienced in the use of client 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:	TBC
Travel Percentage:	As required
On Call:	n/a

Attachment 1

