

## Position description

<b>Title of the role:</b>	Clinical Lead – Carer Gateway Services
<b>Classification:</b>	Non-Award
<b>Schedule:</b>	-
<b>Program Area:</b>	Quality & Safety
<b>Location:</b>	QLD or NSW
<b>Reports to:</b>	Quality Practice Development Manager
<b>Last Revised:</b>	October 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 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 build their wellbeing and to live independently. The model provides an evidence-based approach to create individually tailored, effective 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 services and advocacy programs:

- Support and create opportunities for building wellbeing
- Value cultural diversity
- Value peer participation and leadership (participant and carer)
- Are underpinned by evidence-based best practice

## Position Summary

The Clinical Lead – Carer Gateway Services is an exciting part-time position responsible for the clinical oversight of Carer Gateway Service Delivery (In-Person Peer Support, Facilitated Coaching, Counselling activity). This position will lead practice development and clinical support across Wellways Carer Gateway Service Delivery in line with Wellways Clinical Governance Framework, along with building effective relationships with key partners within the organisation to support quality service delivery and Carer outcomes.

Reporting to the Quality Practice Development Manager in the Wellways Quality Team, this position will provide clinical governance to Wellways Carer Gateway In-Person Peer Support, In-Person Counselling and Facilitated Coaching, ensuring supports are evidence-based and in line with operational guidelines.

Key partners for this role include:

- Quality Team
- Carer Gateway Management team (General Manager Carer Gateway Services, Carer & Family Strategic Lead, Service Managers, Practice Leads, Coordinators)
- Carer Gateway Training & Development Lead
- Continual Improvement Lead, Carer and Family Services
- Stakeholder Engagement and Partnership Team

Travel may be required to Carer Gateway program locations or to the Wellways corporate office for team meetings and related activities.

## Responsibilities

Key Functions	Key Performance Indicators
<b>Clinical oversight of Wellways Carer Gateway service delivery</b>	<ul style="list-style-type: none"> <li>• Development, implementation and review of Wellways Clinical Governance Framework in relation to Carer Gateway.</li> <li>• Drive clinical safety and excellence in service delivery through identification and application of latest research, practice standards and best practice approaches.</li> <li>• Monitoring of service delivery and contribution to quality systems through clinical audits and use of outcome measures.</li> <li>• Development of training and tools to guide practice and workforce development resources.</li> </ul>

Key Functions	Key Performance Indicators
<b>Lead practice development and provide clinical support to Carer Gateway staff</b>	<ul style="list-style-type: none"> <li>• Provide clinical oversight and leadership to service delivery teams.</li> <li>• Clinical supervision of Counselling Practice Leads managing Wellways Carer Gateway In-Person Counselling Service.</li> <li>• Provides leadership and advice on clinical supervision, including contributing to the development of related policies, definitions, and frameworks, and offering guidance on best practice approaches across the organisation.</li> <li>• Facilitation of Clinical Reference Group for Counsellors.</li> <li>• Create mechanisms to support safe and consistent practice within service delivery roles and tasks that are within program scopes of practice.</li> <li>• Work with Service Managers to deliver key performance indicators relating to service delivery outcomes and carer satisfaction.</li> </ul>
<b>Manage Quality and Safety systems relating to practice</b>	<p>As a member of the Quality Team:</p> <ul style="list-style-type: none"> <li>• Provide clinical representation on recruitment panels and contribute advice on position requirements, qualifications, and clinical skillsets to support the recruitment of appropriately skilled staff.</li> <li>• Lead the development and implementation of policies and procedures relating to clinical service delivery.</li> <li>• Facilitate the development and implementation of consistent and appropriate clinical guidance to ensure all practice is within scope.</li> <li>• Provide organizational guidance in clinical risk management.</li> <li>• Ensure clinical perspectives are appropriately represented in the development and delivery of programs, including use of co- production and community consultation.</li> </ul>
<b>Contribute to strategic practice development and service planning for Carer Gateway</b>	<ul style="list-style-type: none"> <li>• Provide strategic guidance to Service Managers, Coordinators and Practice Leads on the current delivery and future development of relevant training, resources and tools utilised within Carer Gateway programs.</li> <li>• Participate in appropriate advisory groups and communities of practice to ensure best practice and ongoing continuous improvement.</li> </ul>

## Essential Requirements, Knowledge, Experience and Skills

<b>Qualifications and Essential Requirements</b>	<ul style="list-style-type: none"> <li>• Relevant tertiary qualifications and current registration with an appropriate professional body (e.g. AHPRA, AASW, PACFA, ACA).</li> <li>• Current valid Driver's License and the ability to undertake local and interstate travel.</li> <li>• Satisfactory pre-employment checks, including but not limited to National Police Records Check, Working with Children Check/Working With Vulnerable People/ Yellow Card and Blue Card.</li> <li>• Evidence of right to work within Australia.</li> <li>• NDIS Orientation Module 'Quality, Safety and You'.</li> <li>• NDIS Worker Screening Check.</li> </ul>
<b>Technical Knowledge and Experience</b>	<p><b>Required:</b></p> <ul style="list-style-type: none"> <li>• Mental Health Clinician with demonstrated clinical experience within a community-based / outreach setting.</li> <li>• Experience utilizing a range of evidence-based interventions.</li> <li>• Experience in leadership and providing clinical supervision.</li> <li>• Strong interpersonal and conflict resolution skills.</li> </ul> <p>A sound understanding of the social model of health and a commitment to recovery focused principles.</p> <p><b>Desirable:</b></p> <ul style="list-style-type: none"> <li>• Lived experience as a carer and/or a strong understanding of issues affecting carers and the national carer reform agenda.</li> <li>• Experience working clinically with Aboriginal and Torres Strait Islander, Culturally and Linguistically Diverse (CALD) and LGBTIQ+ groups.</li> </ul>
<b>Skills</b>	<p><b>Leadership</b></p> <ul style="list-style-type: none"> <li>• Values and strengths-based leadership.</li> <li>• The ability to communicate and model a vision that generates enthusiasm and commitment.</li> <li>• Action-oriented, and able to drive innovative solutions.</li> <li>• Create a culture and environment that fosters innovation in service delivery.</li> <li>• The ability to identify potential issues and setbacks and guide colleagues to optimise outcomes.</li> </ul>

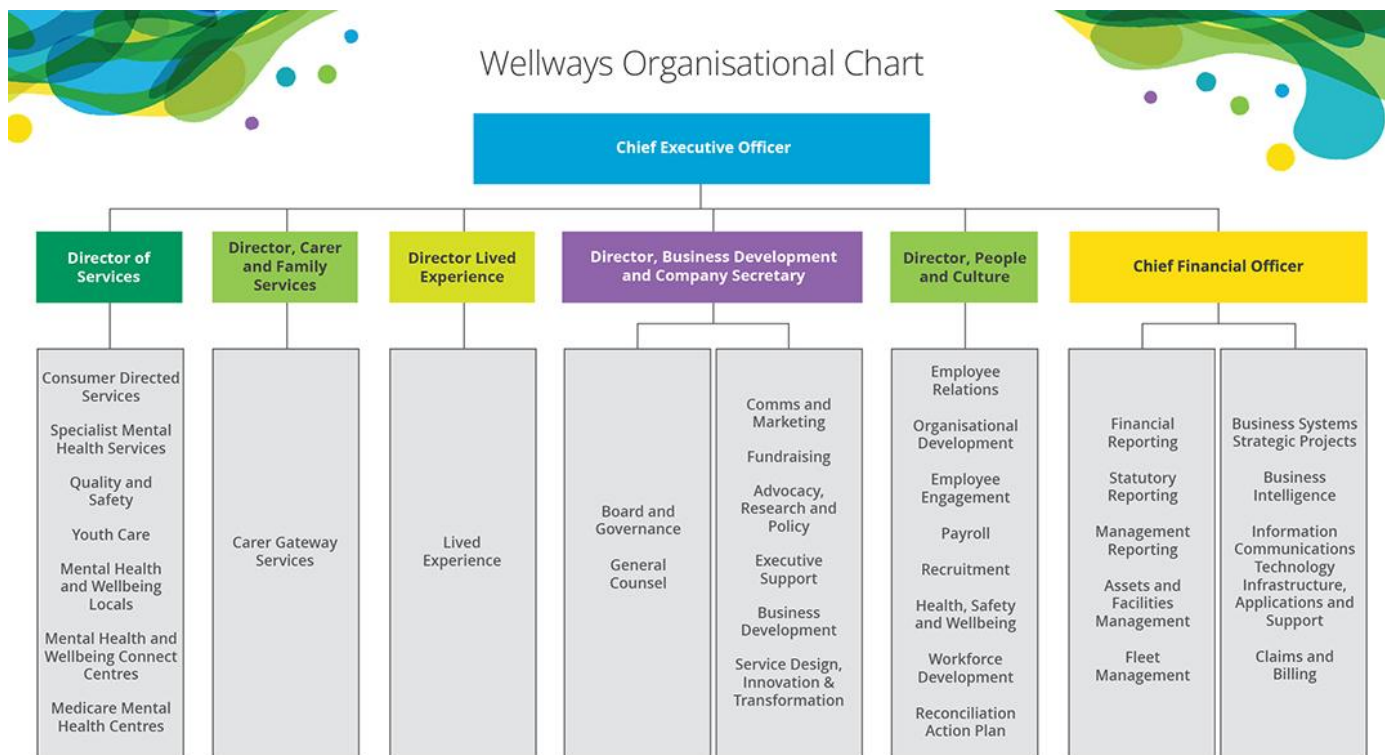
	<p><b>Strategic planning</b></p> <ul style="list-style-type: none"> <li>• The role requires a highly motivated, independent thinker who is comfortable making decisions and supporting strategic recommendations.</li> <li>• The ability to establish an integrated perspective of the organisation's services and identify suitable opportunities where interventions add value.</li> </ul> <p><b>People Leadership</b></p> <ul style="list-style-type: none"> <li>• Demonstrated understanding of and commitment to Wellways values.</li> <li>• Demonstrated staff management skills and experience including the ability to lead, motivate and coach staff and resolve conflict.</li> </ul> <p><b>Communication</b></p> <ul style="list-style-type: none"> <li>• 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.</li> <li>• 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.</li> </ul> <p><b>Information Technology</b></p> <ul style="list-style-type: none"> <li>• Proficient with the range of digital platforms including but not limited to: <ul style="list-style-type: none"> <li>○ Microsoft Office Suite</li> <li>○ social media platforms</li> <li>○ client management systems</li> </ul> </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.

Financial Delegation:	As per delegation schedule
Travel Percentage:	As required
On Call:	N/A
People – Number of Directs:	0

## Attachment 1



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