

Position description

Title of the role:	Reconciliation Action Plan (RAP) Administration Officer (Identified Role)
Classification:	SCHADS Level 4
Schedule:	B
FTE:	0.3-0.4
Program Area:	People & Culture
Location:	Open
Reports to:	First Nations Workforce Lead
Last Revised:	October 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

The Reconciliation Action Plan (RAP) Administration Officer is a supporting role in administering and coordinating Wellways Reconciliation Action Plan and other activities aimed at strengthening engagement and cultural safety of First Nations workforce. The role works closely with and supports the RAP Committee, and key stakeholders across the business to ensure our RAP progresses in a meaningful and connected way. They will also support the First Nations Caucus. The RAP Administration Officer is a central point of contact for leaders and teams within the organisation and will support them in planning, recording and tracking local actions and commitments aligned to reconciliation.

This role requires a high level of administrative and time management skills.

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

Responsibilities

Key Deliverables	Key Performance Indicators
Administration & Projects	• Complete all administrative tasks associated with the RAP • Support the First Nations Workforce Lead to provide regular reports for the organisation, and other stakeholders that report on progress against our reconciliation action plan • Support the organisation of the yearly First Nations summit for First Nations team members and allies • Support regional/team based reconciliation actions and include these in reporting requirements • Undertake projects aligned to reconciliation, diversity and inclusion • Assist with data collection tasks aligned to reconciliation action planning reporting requirements • Ensure timely and accurate reporting to Reconciliation Australia and Wellways Committees and Board • Support the development of agenda, take minutes and maintain an 'action register' from the Reconciliation Action Working Group meetings • Support the Lead in organising the First Nations Cultural Summit, including bookings, activities, itineraries, catering and communications to attendees
Support Wellways' Reconciliation Action Plan.	• Support and coordinate key activities identified under the RAP under direction from the First Nations Workforce Lead • Support activities which develop cultural awareness and understanding to engage and work effectively and safely with Aboriginal and Torres Strait Islander people • Support the First Nations Workforce Lead with activities which develop and support the First Nations Workforce with enhancing organisational capability to recruit and retain Aboriginal and Torres Strait Islander employees

	• Work closely with the Communications team to socialise and celebrate achievements aligned to the RAP
Employee Engagement	• Working with the First Nations Workforce Lead and internal teams, to identify and develop ways in which Aboriginal and Torres Strait Islander employees are supported in their roles at Wellways • Support key organisational events aligned to reconciliation action • Support ways in which all employees can build their awareness and understanding of reconciliation and the value it holds within Wellways and all our staff • Support the ongoing delivery of the Reconciliation Action Working Group • Support the activities of the First Nations Caucus
Stakeholder Engagement	• Engage with internal and external stakeholders (including Reconciliation Australia & Supply Nation) • Maintain relationships, communication and follow up with staff, key stakeholders, and other relevant parties

Qualifications & Essential Requirements	• Identify as First Nations and be accepted by their community, and be able to provide documentation confirming Aboriginality or Torres Strait Islander heritage, if required. • Relevant experience or qualifications in working with Aboriginal and Torres Strait Island communities • Current valid Driver's License and the ability to undertake some travel • Appropriate IT skills • Satisfactory Police Records Check • Satisfactory Working with Children Check (as required) and NDIS Workers Screening Check • Right to Work within Australia • NDIS Workers Orientation Module – free online course
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Technical Knowledge and Experience	• Understanding and a commitment to learning about reconciliation action and ways to engage the organisation in reconciliation action • Ability to support key stakeholders and leaders to participate and engage in reconciliation, diversity and inclusion actions • Experience in, coordinating or supporting projects • Experience preparing reports, ideally reporting against reconciliation action plan • Strong administration skills that ensure all work, activities and projects are well planned with strong attention to detail to generate timely and accurate reports • A service oriented mindset that seeks to understand underlying challenges and requests and works actively to generate timely and appropriate solutions • Effective communication and interpersonal skills that lead to healthy, respectful and sustainable relationships Desirable: • Prior experience working within the Mental Health industry or community based organisation
Skills	Communication • Effective communication skills, verbal and written Interpersonal • An understanding of and commitment to organisational values • Facilitation skills and experience including the ability to provide support and resolve conflict. • Strong skills in developing and maintaining relationships with staff and other key stakeholders. • Able to see things from others point of view and confirm understanding of that point of view. • Able to express personal views in a constructive and diplomatic manner. • Able to reflect on how one's own emotions and their impact on others. Information Technology • Familiar in Microsoft Office Suite

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

