

## Position description

Title of the role:	Regional Program Support Worker
Classification:	SCHADS award 2.1
Schedule:	Schedule B - above award options depending on qualifications and experience
Program Area:	Tasmania
Location:	Launceston or Burnie
Reports to:	Program Coordinator
Last Revised:	November 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 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

Reporting to the Regional Manager, the Regional Program Support plays a key role in terms of supporting the operational activities of the Tasmania region services and requires an organised and proficient approach to tasks and priorities. Effective time management, flexibility, attention to detail and the ability to form professional relationships internally and externally are essential to this role.

This role will primarily based in the Hobart office with some travel required as part of supporting the whole region of Tasmania. There is also the opportunity to negotiate flexible working arrangements from home as well.

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

## Responsibilities

Key Functions	Key Performance Indicators
<b>Program Support</b>	<ul style="list-style-type: none"> <li>• Supporting program activities of Wellways across Tasmania</li> <li>• Participate in the development, implementation, and maintenance of administrative systems and processes.</li> <li>• Participate in the set up and maintain effective filing, resources, and site systems.</li> <li>• Prepare for meetings and events and take minutes as required.</li> <li>• Collate and distribute information as required.</li> <li>• Assist with fleet management and related reporting.</li> <li>• Respond to initial enquiries about Wellways supports and services as required.</li> <li>• Maintain local databases of services, supports and contacts.</li> <li>• Organise and maintain electronic records as required.</li> <li>• Maintain stationery and other office supplies as required.</li> <li>• Support events at expos and Community and Peer Education in regard to resources.</li> <li>• Support travel arrangements as required.</li> </ul>
<b>Communications and Marketing Support</b>	<ul style="list-style-type: none"> <li>• Support the Communications &amp; Marketing activities across Wellways Tasmania working cohesively with the broader Wellways Marketing team.</li> <li>• Supporting the development and maintenance of marketing materials, using Wellways templates.</li> <li>• Coordinate local entries for Wellways Enews and other publications.</li> </ul>
<b>Team Effectiveness</b>	<ul style="list-style-type: none"> <li>• Working as part of the team based on an ethos of collaboration, co- operation, respect, and mutual support in line with the values of the organisation.</li> <li>• Support on-going development of an environment based on shared accountability, learning and knowledge.</li> <li>• Cooperation as required with all team members to foster effective and efficient service delivery and the provision of an exceptional service offer.</li> <li>• Participate in annual Performance Development, Supervision and Review processes.</li> <li>• Participate in continuous improvement processes for enhancing service delivery.</li> </ul>

Key Functions	Key Performance Indicators
<b>Organisational Alignment</b>	<ul style="list-style-type: none"> <li>• Ensure that the activities in this role reflect the core values and mission of Wellways.</li> <li>• Participate in the ongoing development of quality systems and standards to support enhanced program delivery.</li> <li>• Effective relationships with internal and external and stakeholders to ensure effective service delivery to participants.</li> </ul>
<b>Advocacy and Stakeholder Engagement</b>	<ul style="list-style-type: none"> <li>• Manage internal and external enquiries regarding the suite of programs and supports that Wellways offers within Tasmania as required.</li> <li>• Develop and maintain effective internal relationships with Wellways teams/departments.</li> <li>• Participate in program promotion to key stakeholders, consumers, carers, and other services as required.</li> <li>• Develop a general knowledge of local programs and services available in the community.</li> <li>• Represent Wellways in a variety of settings, including to other agencies, members, participants, carers, and families to raise awareness of mental health and disability issues at the local level and to 'market' the organisation.</li> </ul>

## Essential Requirements, Knowledge, Experience and Skills

<b>Qualifications &amp; Essential Requirements</b>	<ul style="list-style-type: none"> <li>• Administration qualification/tertiary qualification and/or relevant equivalent experience</li> <li>• Current valid Driver's Licence</li> <li>• Proficient in the Microsoft Office suite</li> <li>• Satisfactory Police Records Check</li> <li>• Satisfactory Working with Vulnerable People Check</li> <li>• Right to work within Australia</li> <li>• Willingness to travel to support both the Burnie and Launceston offices as required</li> <li>• Available to participate in out of hours activities (on occasion) as required to ensure delivery of key role outcomes</li> </ul>
<b>Technical Knowledge and Experience</b>	<ul style="list-style-type: none"> <li>• Experience and knowledge in providing administrative support services</li> <li>• Strong relationship management skills</li> <li>• Highly effective communication and interpersonal skills</li> <li>• Thinking 'outside the square' when applying problem solving skills to issues</li> <li>• Able to work autonomously and as part of a team</li> <li>• Able to take an organised, methodical approach to work tasks</li> <li>• Accurate data entry and attentional to detail</li> <li>• Commitment to delivering high quality outcomes</li> <li>• Manage competing priorities</li> <li>• An ability to work with culturally and linguistically diverse communities and individuals</li> <li>• Commitment to Wellways Reconciliation Action Plan</li> <li>• Commitment to best practice</li> </ul> <p><b>Desirable:</b></p> <ul style="list-style-type: none"> <li>• Prior experience working within the mental health or disability sectors or community based organisation</li> </ul>

## 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

