

Position description

Position Title:	Manager P&C Partnering (Maximum Term Contract – through to June 2026)
Program Area:	P&C Services
Reports to:	National Manager P&C Services
Classification:	Non-Award Contract
Last Revised:	NEW Dec 2025
FTE:	1.0 – Hybrid Role

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 recovery
- Value cultural diversity
- Value peer participation and leadership (participant and carer)
- Are underpinned by evidence-based best practice

Position Summary

The Manager P&C Partnering position will lead the Business Partners within the P&C Services team and will work closely with service delivery stakeholders across Wellways to deliver best practice integrated human resource function and service for Wellways.

Leading the P&C Business Partners, the Manager P&C Partnering will develop professional relationships across the business and act as a trusted business partner to the leadership team for people and employment issues, delivering employee development strategies and strengthening organisational capability aligned with Wellways' values, objectives and priorities.

The position reports to the National Manager People & Culture Services and works collaboratively across the People & Culture team.

Responsibilities

Key Functions	Key Performance Indicators
Business Partnering	<ul style="list-style-type: none"> Oversee the P&C Business Partners in the provision of people servicing to ensure the P&C Services team can effectively support employee related matters in a timely manner limiting escalation into the Workplace Relations team and increasing People Leader capability in managing matters locally. Assist team members with matters as needed. Work towards the delivery of proactive P&C servicing (leadership education sessions/workshops, identifying focus areas for HR development/competency building). Work within the P&C team and support the National Manager P&C Services and the National Manager Organisational Development in developing a program of continuous improvement activities to streamline and enhance processes and systems to support operational activities across the board.
Leadership	<ul style="list-style-type: none"> Demonstrate leadership and work with the broader People & Culture (P&C) team to provide a consultative approach and a strong customer focus within the wider organisation. Leadership and development of the P&C Business Partners and ensure consistency in delivery of employee relations support across the organisation including regular team meetings and supervision. Model our values and promote a positive workplace culture including supporting a culture of inclusion, innovation, 'trust/no blame', collaboration, respectfulness, zero tolerance for bullying, harassment or discrimination

Key Functions	Key Performance Indicators
Develop strong relationships	<ul style="list-style-type: none"> ▪ Build collaborative relationships with all People Leaders to assist in building good technical knowledge in the wider group. ▪ Work with regional management to provide support to employees raising grievances and complaints. ▪ Develop a culture of trust in the delivery of P&C practices and processes, including the provision of timely, consistent and contemporary advice.
P&C Policies, Procedures, Frameworks and Systems	<ul style="list-style-type: none"> ▪ Participate in the development, review and implementation of the full suite of People & Culture policies and procedures which serve to embed organisational values and facilitate uniform best practice across the organisation. ▪ Through P&C capability activities including “Knowledge Hubs” and other avenues, provide education and advice to People Leaders across the organisation regarding employee/industrial relations policies and processes. ▪ Work collaboratively to embed organisational development frameworks in day-to-day business partnering activities. ▪ Support the development and capability in the confidence and use of Workday system processes.
Employee and Industrial Relations	<ul style="list-style-type: none"> ▪ Provide advice, assistance, and case management support across low level matters including Dispute Resolution; Unsatisfactory Work Performance; Misconduct; Consultation; Change Management and Organisational Restructure; Redundancy and Redeployment; Termination; Workcover and Return to Work. ▪ Working closely with the Workplace Relations Manager where cases become complex and may need referral to an ER Advisor. ▪ Provide advice, consultancy and case management of people matters ensuring compliance with employment legislation, policy/procedure and best practice and the identification and mitigation of risks. ▪ Consult with the National Manager P&C Services with high risk / complex issues.
People Development	<ul style="list-style-type: none"> ▪ In collaboration with the National Manager P&C Services and National Manager Organisational Development, and where appropriate, contribute to the design, delivery, and coordination of leadership development programs. ▪ Support communication regarding policy/procedure rollout or in response to identified organisational needs. ▪ Contribute to the ongoing development and maintenance of Orientation and Induction Programs. ▪

Work Health & Safety	<ul style="list-style-type: none"> ▪ Where required participate / support work health & safety activities across the organisation, ensuring that systems and frameworks are in place to create and maintain a safe workplace for our diverse workforce. ▪ Support the Injury Management Advisor, National Manager WHS and WHS Business Partner and People Leaders in managing injured workers and supporting all stakeholders in delivering a successful return to work process.
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Essential Requirements, Knowledge, Experience and Skills

Qualifications & Essential Requirements	<ul style="list-style-type: none"> • Degree qualified with significant and substantial experience in Industrial Relations, Human Resource Management within a relevant similar industry • Right to Work within Australia • Satisfactory National Police Records Check • Working with Children's Check (or equivalent) • NDIS Worker Orientation Module, 'Quality, Safety & You' • LCS2 Clearance – supplied by Wellways
Technical Knowledge and Experience	<p>Required:</p> <ul style="list-style-type: none"> • Outstanding communication skills with the ability to lead and develop a team, build relationships and communicate effectively across all levels of the organisation • Excellent attention to detail, organisational and prioritisation skills • Demonstrated experience in leading and mentoring a team within the HR environment. • Ability to work independently, with minimal supervision in a fast paced, changing environment. • A working understanding of the Employment Relations Framework and Industrial Awards • Extensive problem-solving skills with the ability to identify practical solutions to identified people & culture issues. • Highly developed relationship building, coaching and influencing skills with the ability and resilience to deal with people on complex and sensitive issues. • Strong written communication skills, with experience writing effective reports and communications relating to workforce issues and other technical matters. • Commitment to the Wellways Values. • Working knowledge of MS Word, Excel and Outlook and familiarity with Workday or other enterprise wide the functioning of an HRMIS. <p>Desirable:</p> <ul style="list-style-type: none"> • Strong working knowledge of SCHADS Award • Prior experience working within the community, health, and/or not-for-profit sectors

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: 3

Travel Percentage: As required

On Call: n/a

