



Position description

Title of the role:	National Manager WHS
Classification:	Non-Award Contract
Program Area:	People & Culture
Location:	Flexible across Wellways footprint
Reports to:	Director People & Culture
Last Revised:	December 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 and carer participants. 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

A senior specialist leader within the People & Culture team, the National Manager WHS is accountable for the design, implementation and continual improvement of the Wellways Safety Management System (SMS) and psychosocial safety framework, nationally. The role provides expert advice to executives and managers and ensures compliance with relevant legislation and Codes of Practice across multiple jurisdictions in which Wellways operations. The incumbent leads a small team covering WHS business partnering, injury management/workers compensation and WHS systems.

A seasoned experienced leader, the National Manager WHS demonstrates exceptional leadership qualities and behaviours that align with Wellways Values and Code of Conduct.

Operating across five states/territories (VIC, NSW, QLD, ACT, TAS), the role champions a proactive, prevention-focused safety culture, robust consultation, and early intervention, particularly in the unique WHS context of for-purpose community mental health, disability and carer services (including mobile, home-based and lone worker environments).

Key areas of focus include:

1. Legislative compliance & due diligence
2. Effective WHS & psychosocial risk management
3. Workers Compensation & injury management performance
4. Safety culture & consultation
5. Insightful governance reporting
6. Team leadership

Responsibilities

Key Functions	Key Performance Indicators
WHS Governance, Strategy, Systems & Compliance	<ul style="list-style-type: none"> • Develop, implement and monitor health and safety policies, procedures and framework across the organisation • Own and continuously improve the Wellways Safety Management System (SMS) and associated —policies, procedures, standards, tools, templates and assurance. • In partnership with all relevant stakeholders, and with co-design principles at the core, lead the design, implementation, monitoring and reporting on the Wellways Health & Safety Strategy, including psychosocial safety. • Support and where appropriate lead key P&C strategic plan initiatives that drive safety culture • Maintain national WHS legislative register and compliance calendar (PCBU/employer duties reflecting jurisdictional differences—e.g., OHS in VIC, WHS in NSW/QLD/ACT/TAS). • Lead internal audits, site inspections and risk assessments; track corrective actions to closure and report assurance outcomes. • Provide advice to managers on duties, risk controls, consultation obligations and safe systems of work.

	<ul style="list-style-type: none"> • Establish and maintain contractor management and pre-qualification processes aligned to the SMS. • Oversee and maintain safety inspections, audits and emergency response. • Provide support and expert advice on work health and safety matters across the organisation • Identify high risk areas and work closely with managers and senior leaders to review or implement risk assessments to reduce the potential for harm or injuries to our people
Risk Management (including Psychosocial Safety)	<ul style="list-style-type: none"> • Contribute to organisational wide risk management for priority hazards relevant to Wellways services and operating context including workplaces and spaces, driving/fleet, manual handling, slips/trips/falls, managing distress, infection prevention and control, ergonomics, stress/fatigue and psychosocial hazards. • Work with people leaders and support psychosocial risk assessments; implement controls (work design, workload, role clarity, supervision, debriefing, escalation pathways) and monitor effectiveness. • Work with people leaders and develop targeted prevention programs and early intervention initiatives.
Incident Management, Critical Incident Response & Regulators	<ul style="list-style-type: none"> • Monitor employee related incidents and work with people leaders, members of the P&C team and other stakeholders to system, : triage, investigations (ICAM or equivalent), corrective actions and learning reviews. • Participate in organisational responses to serious/critical incidents; coordinate escalation, communication, support and post-incident debriefs. • Manage notifiable incident reporting to state regulators and serve as key liaison (WorkSafe VIC, SafeWork NSW, WHSQ, WorkSafe ACT, WorkSafe Tasmania).
Workers Compensation & Injury Management	<ul style="list-style-type: none"> • Develop and monitor injury management systems, strategy and framework, improving Wellways' performance and premiums • Lead national Workers Compensation strategy across state schemes (e.g., WorkSafe VIC, icare NSW, Work Cover QLD, etc.). • Oversee workplace injuries, claims management, insurer engagement and premium optimisation; monitor return-to-work plans and outcomes.

	<ul style="list-style-type: none"> • Provide coaching to managers on early intervention, suitable duties and durable RTW.
Consultation, Learning & Capability	<ul style="list-style-type: none"> • Chair or co-chair Health & Safety Committee(s) with executive sponsor; ensure meaningful consultation with HSRs and staff. • Identify WHS learning needs and coordinate jurisdiction-appropriate training (e.g., HSR, emergency response, manual handling, psychosocial risk, lone worker safety). • Deliver leader coaching and other leadership initiatives; embed competency requirements and training completion monitoring.
Reporting, Analytics & Insights	<ul style="list-style-type: none"> • Produce Executive and Board reporting: lead/lag indicators, trends, claims performance, significant risks, audit outcomes, corrective action status and regulatory matters. • Maintain WHS dashboards and data quality in incident systems; translate data into actionable insights and recommendations.
Leadership & Stakeholder Partnerships	<ul style="list-style-type: none"> • Lead, mentor and develop the national WHS team. • Build strong relationships with executives, regional managers, program leaders and support functions (Quality & Safety, Assets, Finance and IT). • Role model Wellways values and contribute to P&C strategic initiatives that strengthen safety culture.

Essential Requirements, Knowledge, Experience and Skills

Qualifications & Pre Employment Requirements	<p>Required</p> <ul style="list-style-type: none"> • Tertiary qualification in WHS (or related discipline) or equivalent experience working in a senior WHS role • Experience working in NGO, community services or similar sector • Intermediate - advanced IT skills • Right to Work within Australia • Satisfactory Police Records Check (Less than 12 months old) • Satisfactory Working with Children Check • NDIS Workers Screening Check/Yellow Card • Child Safety and Personal History Screening Check (Licensed Care Service) – Wellways will provide • NDIS Workers Orientation Module Certificate – free online course <p>Desirable</p> <ul style="list-style-type: none"> • Certificate IV in Training and Assessment
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Technical Knowledge and Experience	<p>Required:</p> <ul style="list-style-type: none"> • Strong working knowledge and experience working in an WHS leadership role in a medium to large organisation, preferably in healthcare, not-for-profit or community services organisation • Experience and / or understanding leading WHS, including Workers Compensation, across a national footprint • Proven experience in and understanding interpreting and applying the requirements of the WHS legislation in the workplace • Demonstrated experience in participating or leading workplace incident investigations • Demonstrated experience developing meaningful WHS reports and dashboard for various stakeholders • Excellent judgement and problem-solving skills, and able to effectively manage complex issues • Demonstrated ability to deliver excellent customer service, including providing clear, accurate, timely information and advice • Experience in leading people through change • Experience in managing relationships with a range of stakeholders, both internal and external to the organisation • Able to work with cultural and linguistically diverse communities and individuals <p>Desirable:</p> <ul style="list-style-type: none"> • Prior experience working within the mental health, disability or carer sector <p>Communication:</p> <ul style="list-style-type: none"> • Excellent verbal and written communication skills • Able to prepare quality and insightful reports for managers and board as required <p>Interpersonal:</p> <ul style="list-style-type: none"> • 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 impact on others
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	<p>Organising and Planning:</p> <ul style="list-style-type: none"> • Able to identify more and less critical activities and operate accordingly, reviewing and adjusting as required. • Able to develop and implement systems and procedures to guide work and track progress. • Able to recognise barriers and find effective ways to deal with them. • Able to identify processes, tasks and resources required to achieve a goal <p>Self-Management:</p> <ul style="list-style-type: none"> • Able to plan and prioritise work to ensure outcomes are achieved • Takes the time to think things through • Able to anticipate one's own reactions to situations and prepare accordingly • Able to meet key reporting deadlines <p>Information Technology:</p> <ul style="list-style-type: none"> • Intermediate skill using Microsoft Suite of products • Experience / understanding of incident 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: 4

Travel Percentage: As required

On Call: n/a

