

## Position description

Title of the role: Carer Gateway Practical Skills Coach

Classification: SCHADS Level 5

Schedule: B

Program Area: Carer Gateway Services

Location: NSW/QLD

Reports to: Carer Gateway Practice Advisor

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. 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 Carer Gateway Practical Skills Coach supports carers to increase their health literacy through psychosocial education, in which they can build on their practical skills, confidence, and understanding in their caring role.

Group learning sessions are designed to share simple, accessible approaches to everyday care activities such as manual handling, medication support, injury care, personal care, and wellbeing practices.

The Practical Skills Coach works collaboratively with carers, the Carer Gateway Practice Advisor, and community partners to ensure that learning opportunities are inclusive, relevant, and aligned with the National Carer Strategy 2024–2034, which focuses on improving carers' recognition, inclusion, skills, and knowledge.

Reporting to the Carer Gateway Practice Advisor, the Practical Skills Coach will be responsible for:

- Program Delivery – Deliver practical, evidence-informed sessions that support carers to increase their health literacy and confidence in their caring role.
- Program Design and Review – Co-design, review, and refine learning modules and materials with carers and the Carer Advisory Group to ensure content remains current, accessible, and aligned with the National Carer Strategy.
- Collaboration and Partnerships – Build and maintain strong relationships with internal teams, hospitals, health professionals, partners and community organisations to promote and deliver skills sessions and create referral pathways.
- Professional Practice – Participate in supervision and reflective practice, maintain clinical and educational knowledge, and uphold trauma-informed and culturally safe approaches.
- Administration and Reporting – Complete all planning, documentation, and reporting tasks accurately and on time, supporting data collection and program evaluation.

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

## Responsibilities

Key Functions	Key Performance Indicators
<b>Program Design and Review</b>	<ul style="list-style-type: none"><li>• Work collaboratively with the Carer Advisory Group to co-design practical skills modules relevant to carers and in line with The National Carer Strategy Action Plan.</li><li>• Ensure all modules reflect current clinical and safety standards.</li><li>• Collaborate with the Carer Advisory Group and Wellways Practice Team to co-design, review, and refine practical skills learning modules.</li><li>• Continually review content, improve module sessions and resources, and identify emerging areas of need for new modules.</li><li>• Maintain and update learning resources to ensure accessibility, cultural relevance, and quality.</li></ul>

<b>Program Delivery</b>	<ul style="list-style-type: none"> <li>Deliver practical skills sessions and group learning programs that support carers to build confidence and safety in their caring role.</li> <li>Demonstrate safe, evidence-based techniques for daily care activities such as manual handling, medication management, infection prevention, and personal care.</li> <li>Adapt delivery methods to meet the diverse needs, literacy levels, and cultural contexts of carers (e.g. in-person, online, outreach and afterhours).</li> <li>Create a learning environment that is inclusive, respectful, and focused on building capability.</li> <li>Facilitate opportunities for carers to share knowledge and practical tips with each other.</li> <li>Work collaboratively with Integrated Services Leads and Coaching Coordinators to plan and deliver coaching groups.</li> <li>Work collaboratively with Carer Hub navigators to organise, promote and deliver coaching groups.</li> <li>In collaboration with Practice Advisor develop a 6 month program delivery schedule and execute in accordance with approved budget.</li> <li>In collaboration with Practice Advisor and Carer Gateway Senior Marketing Advisor develop and implement engagement plan that includes carer experiences of service, social media promotion and program specific flyers.</li> </ul>
<b>Collaboration and Partnerships</b>	<ul style="list-style-type: none"> <li>Work closely with the Carer Gateway Practice Advisor and regional teams to plan and deliver sessions.</li> <li>Build and maintain relationships with hospitals, health professionals, and community organisations to promote and deliver practical skills coaching opportunities.</li> <li>Engage with local networks and service providers to identify joint delivery opportunities or referral pathways.</li> <li>Represent Carer Gateway and Wellways in a professional and collaborative manner.</li> </ul>
<b>Professional Practice</b>	<ul style="list-style-type: none"> <li>Participate in supervision, reflective practice, and professional development relevant to clinical education and carer learning.</li> <li>Apply trauma-informed and culturally responsive principles in all interactions.</li> <li>Maintain awareness of current standards, best-practice, and innovations in carer education and clinical safety.</li> <li>Contribute to a supportive, respectful, and values-aligned team culture.</li> </ul>
<b>Team Effectiveness</b>	<ul style="list-style-type: none"> <li>Work closely with the wider leadership and Carer Gateway teams to ensure clear communication and collaboration for service delivery effectiveness.</li> <li>Promote a culture of cohesion and collaboration across Carer Gateway business and encourage connections between employees from different programs.</li> <li>Work with Leadership to co-develop systems and processes to support rapid response and risk management for this program.</li> </ul>

	<ul style="list-style-type: none"> <li>• Work autonomously while being a supportive and flexible team member.</li> <li>• Proactively seek to address issues or concerns as they may occur and report these accordingly to supervisor.</li> <li>• Assist with and undertake other duties as determined by Leadership.</li> </ul>
<b>Quality</b>	<ul style="list-style-type: none"> <li>• Ensure the service approach incorporates the following service principles: Carer Focused, Practical and Flexible, Inclusive.</li> <li>• Ensure adherence to the Wellways Carer Gateway Service Design and Carer Gateway Service Provider Operating Manual and all other relevant policies and procedures.</li> <li>• Report all incidents and complaints in line with Wellways policies and procedures and within specified time frames.</li> <li>• Maintain safe work practices and nurture a safe and healthy environment in accordance with occupational health and safety policies and legislation.</li> <li>• Ensure all scheduled activities are undertaken in accordance with responsibilities and accountabilities within the allocated time frames.</li> <li>• Complete session planning, documentation, CRM notes, attendance records, and follow-up referrals in a timely and accurate manner.</li> <li>• Ensure appropriate Carer Gateway documentation is maintained in Wellways client management system as required to meet statutory requirements including statistical data for reporting purposes.</li> <li>• Maintain strict client confidentiality while reinforcing the client's rights and responsibilities.</li> <li>• Adhere to protocols and agreements between Wellways, consortium partners and relevant service providers.</li> </ul>
<b>Organisational Alignment</b>	<ul style="list-style-type: none"> <li>• Use established organisational systems and processes in line with Wellways policies and procedures.</li> <li>• Support the reputation of Wellways as a preferred provider by contributing to high quality service delivery and by operating in line with Wellways values and Code of Conduct.</li> <li>• Foster effective communication and maintain positive relationships with internal and external stakeholders.</li> <li>• Establish and maintain effective relationships with other organisations to ensure effective service delivery.</li> </ul>
<b>Administration</b>	<ul style="list-style-type: none"> <li>• Provide administrative support requiring initiative, confidentiality, and sensitivity in the performance of work .</li> <li>• Complete all administrative tasks associated with facilitating the program in a timely manner.</li> </ul>

## Essential Requirements, Knowledge, Experience and Skills

<b>Qualifications &amp; Essential Requirements</b>	<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• Minimum of 3 years clinical experience as a Registered Nurse</li> <li>• A Bachelor of Nursing degree</li> <li>• Experience in delivering or facilitating education to groups</li> <li>• Right to work within Australia</li> <li>• Current valid Driver's Licence and the ability to undertake travel</li> <li>• NDIS Worker Orientation Module Certificate (free online course)</li> <li>• Satisfactory National Police Records Check</li> <li>• NDIS Worker Screening Check</li> <li>• Working with Children's Check (Employee/Paid)</li> </ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>• Completion of Certificate IV in Training &amp; Assessment or equivalent</li> <li>• Experience working with priority populations, including First Nations peoples, culturally and linguistically diverse communities, LGBTQIA+ individuals, and carers in rural and remote areas</li> </ul>
<b>Technical Knowledge and Experience</b>	<p><b>Required</b></p> <ul style="list-style-type: none"> <li>• The ability to support carers to understand their needs and goals and to make decisions and actions independently</li> <li>• Active listening without judgement</li> <li>• High degree of emotional maturity and resilience</li> <li>• Understanding of trauma-informed practices</li> <li>• Ability to set boundaries and to seek support when needed</li> <li>• Ability to foster and maintain a positive and optimistic outlook towards carers</li> <li>• Ability to teach and demonstrate practical care skills using clinical knowledge and adult learning methods</li> <li>• Understanding of safety standards in manual handling, medication management, infection prevention, and personal care.</li> <li>• Ability to adapt teaching methods to suit carers' learning styles, literacy levels, and circumstances</li> <li>• Excellent communication and group facilitation skills.</li> <li>• Proficiency with Microsoft Office, CRM systems, and online delivery platforms (e.g., Teams, Zoom)</li> </ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>• Fluency in other language/s</li> <li>• Experience in professional coaching</li> <li>• Ability to articulate and share personal strategies for self-care, safety, and wellbeing</li> <li>• Knowledge of carer services and common support systems such as the NDIS, My Aged Care and mental health services</li> </ul>

<b>Skills</b>	<p><b>Required</b></p> <ul style="list-style-type: none"> <li>Ability to leverage your clinical expertise to collaboratively write, design, deliver and review, evidence-based practical skills content</li> <li>Excellent communication and presentation skills</li> <li>Familiar with, and appreciative of, the complexity of challenges faced by carers</li> <li>Listening skills that enable active listening to carers' needs</li> <li>Levels of awareness and empathy that allows effective work with a carer that may challenge own ethical opinions and values</li> <li>Patient and non-judgmental when listening and exploring carer challenges</li> <li>Reliable and organised</li> </ul>
---------------	---

## Additional Information

A lived experience of caring is not essential; however, understanding and appreciation of the caring experience is fundamental to the role.

On occasion some out of hours work may be required with this role based on program needs.

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 across NSW & QLD service delivery regions

On Call: n/a

## Attachment 1

