



## Position description

Title of the role:	Program Manager, PARC
Classification:	SCHADS Level 7
Schedule:	Schedule B
Program Area:	Rehabilitation Services
Location:	South East Melbourne
Reports to:	Regional Manager
Last Revised:	January 2026

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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

The Prevention and Recovery Care (PARC) program is a collaborative service between Wellways and Monash Health.

The service is a step-down and step-up sub-acute mental health service for those within the catchment areas of Monash Health. PARCs are located in a community setting and provide an option for people who are becoming unwell, or who are in the early stages of recovery from an acute illness and need a short period of additional support to strengthen their gains from spending time in an inpatient setting and to consolidate their community transition and recovery treatment plans. Clinical intervention is provided to PARC through the Area Mental Health Service. The program is staffed 24/7 and includes day, afternoon and sleepover shifts.

Forming part of the Regional Leadership team, the Program Manager will report to the Regional Manager, South East Melbourne. The PARC Manager is responsible for identifying opportunities for evaluating local service needs and the overall success of the PARC Program and staff.

In this context, the role has responsibility for operational oversight in the following key areas:

- People Management and Leadership; including program staffing, recruitment, induction, and the ongoing development and performance of the PARC team
- Quality improvement and Service delivery performance;
  - Ensuring the program is working inline with Wellways' values, practice principles and clinical framework
  - Identifying opportunities for quality improvement and enhanced experience of service
  - Service development including risk mitigation strategies
  - Engagement in and leading quality activities as defined by the residential recovery lead
- Developing and maintaining strong responsive relationships with Monash Health
- Financial performance and effective allocation of resources

Under the support and direction of the Regional Manager, the role works with the team and other key stakeholders in the ongoing development and effective implementation of the regional and program plans

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

## Responsibilities

Key Functions	Key Performance Indicators
<p><b>Program Operations</b> Manage all program resources within the framework of the organisation's policies and procedures, all applicable legislative standards and any relevant accreditation standards</p>	<ul style="list-style-type: none"> <li>• Manage contract and staff for strong performance against program targets</li> <li>• Engage with all relevant service providers, as well as participants and their families/carers, to develop trusting and professional relationships</li> <li>• Fostering effective communication and maintaining positive relationships within the partnership and other key internal and external stakeholders</li> <li>• Ensure quality and consistent practice</li> <li>• Contribute to budgeting and business planning</li> <li>• Manage expenditure in accordance with the approved budget</li> <li>• Identify service gaps and issues that impact on service delivery, and implement strategies to manage challenges</li> <li>• Ensure that all operational and administrative requirements are met</li> <li>• Writing reports for partnership meetings</li> <li>• Monitor the service for potential risks, and address areas of unacceptable risk</li> <li>• Ensure completion of feedback and annual reporting in folio</li> </ul>
<p><b>People Management</b> Support the development of people capability and integration of organisational values</p>	<ul style="list-style-type: none"> <li>• Ensure the effective recruitment and induction of the PARC team</li> <li>• Effectively nurture and develop program staff by identifying the current and projected knowledge, skills and staffing required to deliver against program, regional and organisational plans</li> <li>• Implement talent development and succession strategies, particularly through effective PDR supervision and staff development activities</li> <li>• Deliver training to staff as required</li> </ul>
<p><b>Team Effectiveness</b> Working as an active member of the team, contribute to the achievement of program goals and the application of best practice frameworks.</p>	<ul style="list-style-type: none"> <li>• Lead an environment based on shared accountability and effective knowledge sharing</li> <li>• Lead a supportive and effective team based on an ethos of collaboration, co-operation and mutual support</li> <li>• Role modelling Wellways values and behaviours</li> <li>• Management of student placements and trainees within the PARC</li> <li>• Other reasonable duties as directed</li> </ul>
<p><b>Quality</b> Maintain a high level of program quality and drive continuous improvement</p>	<ul style="list-style-type: none"> <li>• Lead the development of quality systems and standards and research and evaluation activities to support enhanced program delivery; and monitor for quality of service delivery and data integrity</li> <li>• Ensure assessments and plans for participants are in place and are regularly reviewed</li> <li>• Ensure compliance with partnership requirements</li> <li>• Ensure that all PARC program operates in accordance with relevant standards, legislation and guidelines</li> <li>• Respect participant and staff rights and responsibilities</li> </ul>

	<ul style="list-style-type: none"> <li>• Maintain safe work practices and a safe and healthy environment in accordance with occupational health and safety policies and legislation</li> <li>• Evaluate program performance, staff/team performance and participant/carer satisfaction</li> </ul>
<p><b>Program Development</b> Under the support and direction of the Regional Manager, ensure the on-going development of the program offer</p>	<ul style="list-style-type: none"> <li>• Ensure that the program reflects the core values of the Wellways</li> <li>• Ensure the ongoing input of consumer voice to maintain an effective service aligned with need</li> <li>• Contribute to the establishment and maintenance of partnerships with other organizations to support the Wellways' strategic plan</li> </ul>
<p><b>Organisational Alignment</b> Working as part of the leadership team, contribute to the development of program and regional plans</p>	<ul style="list-style-type: none"> <li>• Supporting the development of the strategy and future opportunities</li> <li>• Working to prioritise needs and program opportunities in line with funding and other financial considerations</li> <li>• Supporting the ongoing enhancement of the Wellways culture to ensure effective strategy implementation</li> <li>• Supporting the reputation of Wellways as a value adding service provider and a key advocate for mental health reform</li> </ul>
<p><b>Advocacy</b> Ensuring active intervention in health promotion and advocacy</p>	<ul style="list-style-type: none"> <li>• Representing Wellways in a variety of settings, including external agencies, members, participants, carers and families to raise awareness of mental illness issues at the local level and to 'market' the organisation regionally</li> <li>• Enhancing the capacity of Wellways in reporting on and publishing program innovations and evaluations</li> </ul>

## Essential Requirements, Knowledge, Experience and Skills

<p><b>Qualifications &amp; Essential Requirements</b></p>	<ul style="list-style-type: none"> <li>• Qualifications in community health, social science or related discipline</li> <li>• Minimum 2+ years in a leadership or management role</li> <li>• Current valid Driver's License and ability to undertake travel as required</li> <li>• Satisfactory National Police Records Check</li> <li>• Satisfactory Working with Children Check</li> <li>• Evidence of Right to Work within Australia</li> <li>• 100 points of ID</li> <li>• NDIS (National Disability Insurance Scheme) Worker Orientation Module Certificate</li> <li>• NDIS worker Screening check</li> <li>• Annual Flu vaccination</li> </ul>
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<b>Technical Knowledge and Experience</b>	<p>Required:</p> <ul style="list-style-type: none"><li>• Confidence in using Microsoft Office including Outlook and Word for reporting and daily operations; data entry IT skills</li><li>• Demonstrated experience and skills in working within programs for people with a serious mental illness</li><li>• Demonstrated experience and skills in working with people with serious mental illness/disorder who may also experience associated risk factors such as substance abuse, frequent in-patient admissions or self-harm</li><li>• Experience in coordinating, supervising and leading a team</li><li>• Experience in working with the program on offer or within a similar setting</li><li>• An understanding of the biopsychosocial and harm minimisation models of mental health and how social inclusion principles are applied to service delivery</li><li>• Demonstrated ability to operate in a way that ensures maximum participation of participants</li><li>• An ability to establish effective relationships including close collaboration with different stakeholders including clinical mental health services</li><li>• An ability to work with culturally and linguistically diverse communities and individuals</li><li>• Commitment to best practice in mental health</li></ul> <p>Desirable:</p> <ul style="list-style-type: none"><li>• Demonstrated experience and skills in working within programs for people with a serious mental illness</li><li>• Prior experience working within the Mental Health industry or community-based organisation</li><li>• Fluency in other languages</li></ul>
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<b>Skills</b>	<p><b>Staff coordination</b></p> <ul style="list-style-type: none"><li>• Demonstrated ability in developing and managing staff in a way that ensures maximum staff participation and potential.</li><li>• The ability to communicate and model a vision that generates enthusiasm and commitment.</li><li>• The ability to seek innovative, action-oriented solutions.</li><li>• The ability to identify potential issues and setbacks and guide colleagues to optimise outcomes.</li><li>• Perceptive, intelligent and able to reason through problems.</li><li>• Trusting of one's own ability and being able to listen to and consider constructive feedback and reflect on one's actions in a balanced way.</li></ul> <p><b>Operational planning skills</b></p> <ul style="list-style-type: none"><li>• The ability to develop an integrated perspective of the organisation's and region's services and identify suitable opportunities which may add value</li></ul> <p><b>Analytical skills</b></p> <ul style="list-style-type: none"><li>• Able to demonstrate strong analytical and decision-making skills to support effective program design and evaluation, effective allocation of resources to achieve key objectives and strategic planning activities.</li></ul> <p><b>Communication</b></p> <ul style="list-style-type: none"><li>• The ability to liaise, consult and negotiate effectively including an ability to encourage participation and develop effective partnerships with stakeholders</li><li>• Effective communication skills, verbal and written including the ability to develop reports, and support the development of funding submissions and recommendations on complex service issues</li><li>• Ability in public speaking and formal presentations.</li></ul> <p><b>Information Technology</b></p> <ul style="list-style-type: none"><li>• Familiar in Microsoft Office Suite</li></ul>
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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: 6 - 12

Travel Percentage: As Required

On Call: Your role may require you to be available after hours and be on call in certain contexts. If there is a requirement to be on call, an on call allowance will be payable to recognise this additional responsibility.

Special Requirements: n/a

## Attachment 1

