



## Position description

Title of the role:	Carer Gateway Operations Manager (QLD/NSW)
Classification:	Non-Award, Full Time
Schedule:	N/A
Delivery Program Area:	Carer Gateway, Family and Carer Services
Location:	Brisbane, Campbelltown or Penrith
Reports to:	General Manager Carer Gateway Services
Last Revised:	April 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



### About Carer Gateway

Carer Gateway is an Australian Government funded program that provides free services and supports for unpaid family carers. The program supports carers to maintain their wellbeing and sustain their caring role, recognising the vital contribution carers make in supporting family members and friends who have a disability, medical condition, mental illness, chronic health condition or who are frail due to age.

Wellways delivers the Carer Gateway program across Queensland, and in New South Wales in the South West Sydney and Nepean Blue Mountains regions. Services are available to carers at any stage of their caring journey and are delivered through a range of service delivery settings.

Delivery of Carer Gateway by Wellways is informed by the National Carer Strategy 2024–2034 and is underpinned by principles of inclusion, equity, participation and continuous improvement. The program values the lived and living experience of carers and seeks to embed these perspectives in service delivery and ongoing learning.

### Position Summary

The Carer Gateway Operations Manager (QLD/NSW) is a senior leadership role within Wellways' Family and Carer Services portfolio, responsible for the operational leadership, performance and sustainability of Carer Gateway services across Queensland, South West Sydney and Nepean Blue Mountains.

Reporting to the General Manager Carer Gateway Services, the role operates as part of a senior operational leadership team, working in close partnership with the peer Carer Gateway Operations Manager (Service Navigation). Together, the two Operations Managers hold shared accountability for the effective delivery of the end-to-end Carer Gateway program, providing unified leadership, aligned decision-making and collective ownership of outcomes for carers.

The Operations Manager provides whole-of-program operational leadership, translating organisational strategy and reform priorities into clear operational frameworks that enable consistent, high-quality and carer-led service delivery across regions. The role ensures services are delivered in line with contractual requirements, national reform settings and Wellways' values, while supporting appropriate local and service-specific adaptation.

Leading and supporting senior operational leaders, including Service Integration Leads, the role focuses on strengthening operational capability, workforce sustainability, performance oversight and continuous improvement. A core emphasis is enabling effective service integration across the Carer Gateway system and the broader care ecosystem, recognising and responding to the complexity of carers' lives and the intersections of care they navigate.

The Operations Manager works collaboratively with the Carer Gateway Partnership team and external partners to support cohesive, integrated service delivery, ensuring partnerships are effectively translated into operational practice and contribute to positive outcomes for carers. The role also plays a critical part in leading services through change and reform, embedding lived and living experience into operational decision-making, and positioning Wellways as a trusted, value-adding provider and advocate within the national and state carer services landscape.

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

Key Functions	Key Responsibilities
<p><b>Operational Leadership and Program Oversight</b></p>	<ul style="list-style-type: none"> <li>• Provide senior operational leadership for the Carer Gateway program, ensuring services are delivered in line with funding agreements, the Carer Gateway Operating Manual, national reform priorities and Wellways’ values.</li> <li>• Work as part of a collaborative senior leadership team, alongside the peer Carer Gateway Operations Manager and the General Manager, to provide unified leadership, direction and accountability for the program.</li> <li>• Lead through periods of change and reform, supporting teams to adapt to evolving service models, policy settings and system expectations.</li> <li>• Model and promote a culture of collaboration, accountability and shared ownership for end-to-end Carer Gateway outcomes.</li> <li>• Provide direct line management and operational oversight to Service Integration Leads and multidisciplinary teams and is responsible for leading and/or sponsoring the monthly Clinical Governance Community of Practice, ensuring clear clinical governance accountability, effective escalation pathways, and alignment between operational management and quality and safety expectations.</li> </ul>
<p><b>Performance, Data and Reporting</b></p>	<ul style="list-style-type: none"> <li>• Hold shared accountability for program-level performance, including activity, quality, workforce and financial outcomes.</li> <li>• Oversee the use of performance, demand and workforce data to inform operational planning, prioritisation and continuous improvement.</li> <li>• Ensure accurate, timely and transparent internal and external reporting, including reporting to governance forums and funding bodies.</li> <li>• Use outcome-focused reporting and insights to demonstrate service impact and inform strategic and operational decision-making.</li> </ul>
<p><b>Leadership and Workforce Capability</b></p>	<ul style="list-style-type: none"> <li>• Provide leadership, supervision and support to Service Leaders, building leadership capability and accountability across the program.</li> <li>• Lead workforce planning across regions, ensuring service models, staffing profiles and capability align with demand, reform requirements and community need.</li> <li>• Oversee recruitment, succession planning and retention strategies in collaboration with People &amp; Culture.</li> <li>• Support consistent people management practices, including performance, wellbeing, capability development and escalation of complex workforce matters.</li> <li>• Foster a values-led, inclusive and psychologically safe leadership culture across the program.</li> </ul>
<p><b>Service Integration, Partnership and System Alignment</b></p>	<ul style="list-style-type: none"> <li>• Provide senior leadership to enable integrated, coordinated and person-centred service delivery across the Carer Gateway program and the broader service system in which carers engage.</li> <li>• Work collaboratively with the Carer Gateway Partnership team to ensure partnership agreements, service models and collaborative arrangements are effectively embedded into operational practice.</li> <li>• Support alignment between Carer Gateway services and intersecting systems including health, mental health, disability, aged care, education, family services and community supports, recognising the complexity of carers’ roles</li> </ul>

	<p>and pathways.</p> <ul style="list-style-type: none"> <li>• Lead a whole-of-system perspective that supports services to meet carers at the intersections of care, particularly where service boundaries, transitions and multiple systems overlap.</li> <li>• Enable the development and implementation of operational frameworks, pathways and interfaces that support seamless navigation, reduce fragmentation and minimise carers being required to retell their story across systems.</li> <li>• Work with partners and internal leaders to identify and address systemic barriers impacting carers’ access to timely, coordinated and appropriate supports.</li> <li>• Promote shared learning and continuous improvement across service streams, regions and partners, using insights from carers, communities and the broader service system to strengthen integration and outcomes.</li> </ul>
<p><b>Strategy, Reform and Continuous Improvement</b></p>	<ul style="list-style-type: none"> <li>• Lead the operational implementation of national and state carer reform priorities in partnership with the General Manager, peer Operations Manager and relevant internal and external stakeholders.</li> <li>• Translate strategic priorities into operational plans, delivery frameworks and performance measures that support consistent and high-quality service delivery.</li> <li>• Drive a culture of continuous improvement informed by data, feedback, lived and living experience, and emerging sector evidence.</li> <li>• Identify opportunities for service enhancement, innovation and system improvement, including through partnership and cross-sector collaboration.</li> </ul>
<p><b>Financial and Resource Management</b></p>	<ul style="list-style-type: none"> <li>• Contribute to the development, monitoring and management of program budgets, ensuring effective and efficient use of resources.</li> <li>• Work collaboratively to align financial oversight, risk management and resource prioritisation across the Carer Gateway program.</li> <li>• Monitor financial performance and identify risks or pressures, implementing mitigation strategies in partnership with finance and corporate services.</li> </ul>
<p><b>Advocacy and Representation</b></p>	<ul style="list-style-type: none"> <li>• Represent Wellways in relevant state and national forums, contributing operational insights to sector leadership, policy development and system reform.</li> <li>• Work collaboratively with the Carer Gateway Partnership team and senior leaders to ensure advocacy reflects a cohesive, whole-of-program perspective and strong partner relationships.</li> <li>• Champion the inclusion of lived and living experience in operational leadership, partnership engagement, advocacy and service improvement.</li> </ul>

<b>Qualifications &amp; Essential Requirements</b>	<ul style="list-style-type: none"><li>• Bachelor's degree in Human Services, Social Work, Business Management or a related discipline, or equivalent senior operational leadership experience in complex human services environments.</li><li>• Demonstrated experience in senior operational or management roles within community services, disability, health, aged care or related sectors.</li><li>• Proven capability leading large-scale or multi-site service operations, balancing service quality, performance, workforce and financial requirements.</li><li>• Demonstrated experience leading and supporting managers or senior leaders, including performance management, coaching and building collaborative leadership cultures.</li><li>• Strong operational problem-solving skills, with the ability to identify system and workflow constraints and implement practical, sustainable improvements that enhance carer experience and outcomes.</li><li>• Capacity to operate flexibly in a senior leadership role, including participation in out-of-hours activities as required.</li><li>• Satisfactory National Police Records Check.</li><li>• International Police Check, where applicable.</li><li>• Current Working with Children Check relevant to the jurisdiction of employment (e.g. NSW and/or QLD).</li><li>• NDIS Worker Screening Check, where required.</li><li>• Completion of the NDIS Worker Orientation Module.</li><li>• Evidence of right to work in Australia.</li><li>• Current valid Driver Licence and capacity to undertake regular travel as required.</li><li>• Compliance with all Wellways policies and procedures, including privacy, confidentiality, work health and safety and risk management requirements.</li></ul>
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<b>Technical Knowledge and Experience</b>	<ul style="list-style-type: none"><li>• Demonstrated experience leading and managing multidisciplinary teams delivering services to carers, families and people with complex needs across community, health, mental health, disability and related service systems.</li><li>• Strong understanding of the caring role and the impacts of intersecting systems, transitions and service boundaries on carers, families and communities.</li><li>• Experience operating in government-funded, reform-driven service environments, including navigating policy, contractual, performance and accountability frameworks.</li><li>• Demonstrated capability in using client management and data systems to monitor performance, analyse trends, ensure data integrity and support evidence-informed decision-making.</li><li>• Ability to build and maintain effective working relationships with internal and external stakeholders at a senior level, supporting integrated service delivery and system alignment.</li><li>• Highly developed analytical and reflective practice skills, with the ability to think strategically, respond constructively to feedback and lead continuous improvement in complex environments.</li><li>• Demonstrated commitment to social inclusion, equity and culturally safe practice.</li><li>• Proven commitment to evidence-informed and best-practice service delivery.</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
Number of Direct reports:	Up to 15
Travel Percentage:	Monthly travel between sites
On Call:	Escalation of priority 1 issues or category 1 incidents as required
Special Requirements:	n/a

