



## Position description

Title of the role:	Vocational Pathways Officer
Classification:	SCHADS B Level 4
Program Area:	Carer Gateway- Vocational Pathway Program
Location:	QLD
Reports to:	Coordinator Vocational Placement
Last Revised:	May 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 interaction
- We show care 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 Wellways-led Carer Gateway program delivers essential support to individuals caring for family, friends, and kin in Queensland, South West Sydney, and the Nepean Blue Mountains. Driven by lived experience, Wellways recognises the impact of caring on personal lives and empowers family carers to achieve their goals, maintain relationships, and balance responsibilities.

The Carer Gateway Vocational Pathway program aims to improve opportunities for carers to participate in employment, volunteering and higher education. Designed to support carers in achieving their vocational goals, benefits for carers also include greater financial security, reduced social isolation, and higher levels of self-esteem.

The Vocational Pathways Officer reports to the Coordinator Vocational Placement and is responsible providing comprehensive, ongoing support to carers throughout their career transition, while also engaging and managing key partnerships that support the program to achieve operational excellence. The role focuses on building strong, consistent connections with carers and host organisations, conducting thorough needs assessments, developing personalised vocational plans, and facilitating employment, volunteering and training opportunities.

Once a vocational plan is in place, the role provides career coaching to individuals, guiding them through career exploration, skill building, and practical steps towards securing and sustaining employment, education or volunteering outcomes. The role also identifies and facilitates referrals to broader Carer Gateway services to address holistic support needs, ensuring an integrated service experience. Ongoing post-placement support is provided through regular check-ins with both carers and host organisations to support positive placement outcomes and experiences.

This role also plays a crucial part in fostering inclusive employment environments for carers entering or re-entering the workforce, particularly those who have experienced barriers to employment. There is a strong focus on educating and supporting host organisations to create welcoming, supportive and carer-inclusive workplaces, while ensuring carers receive seamless, person-centred support throughout their vocational journey.

Informed by the Wellways Strategic Plan, the National Carer Strategy, and Carer Gateway Operational Guidelines, this role works under direction of the Vocational Placement Coordinator and is responsible for:

- Working with carers to identify their vocational goals and develop detailed plans to support those goals
- Facilitating one on one and group coaching sessions designed to increase carers job-readiness
- Ensuring carers are linked with a range of community-based services that may assist in their transition to the workforce and other vocational goals
- Supporting carers with a high level of customer service, ensuring they are listened to with patience and non-judgement
- Ensuring the service approach incorporates person-centred, strengths-based and culturally appropriate principles
- Creating an environment in which carers feel welcoming, inclusive and supported
- Supporting the enrolment of host organisations for employment, volunteering and training opportunities, and providing resources to assist organisations to become carer-inclusive workplaces
- Facilitating successful employment, education and volunteer placements, ensuring positive experiences and outcomes
- Providing post-placement support through regular check-ins with carers and host organisations
- Promote the Vocational Pathway Program and Carer Gateway services through community engagement and events
- Willingness to travel to meet with carers, host organisations, and community engagement as required

Refer to Attachment 1 for a reference to the Wellways organisational structure.

## Responsibilities

Key Functions	Key Performance Indicators
<p><b>Vocational Navigation</b></p>	<ul style="list-style-type: none"> <li>• Work with carers to develop detailed and comprehensive personalised vocational plans.</li> <li>• Provide carers with information on internal and external programs/services ensuring referral pathways for carers and their families.</li> <li>• Increase in referral volume to the Vocational Pathway Program and Carer Gateway services from community-based sources.</li> <li>• Ensure referrals and service confirmation requests are provided to service delivery teams with accurate and complete information that allow for the timely commencement of service(s).</li> <li>• Conduct Risk assessments, including assessment of suicide risk and violence risk, develop action and safety plans to mitigate any risks, providing follow up support if required, and communicating all risk with Coordinator.</li> <li>• Contribute to ensuring that service delivery targets are met within the service delivery area.</li> </ul>
<p><b>Coaching</b></p>	<p>Deliver facilitated coaching programs that:</p> <ul style="list-style-type: none"> <li>• Support carers to increase their individual agency, empowering them to find practical, small steps towards self-identified vocational goals.</li> <li>• Are flexible in delivery method, to accommodate the needs of carers, this may include appointments outside of normal working hours.</li> <li>• Build strong connections and partnerships with other services that may support or have contact with carers with shared experiences</li> <li>• Are facilitated in accordance with training and the Carer Coaching Service Design and Guidelines.</li> <li>• Encourage and support carers to seek follow-up supports with others, and engage positively with key external and internal stakeholders.</li> </ul>
<p><b>Placement Coordination</b></p>	<ul style="list-style-type: none"> <li>• Identify and register potential host organisations.</li> <li>• Develop efficient and seamless referral pathways between the Career Navigation program and referral partners.</li> <li>• Support host organisations to become carer inclusive workplaces but providing guidance and resources.</li> <li>• Maintain and utilise systems and procedures to support placement and post placement activities.</li> <li>• Support organisations to complete enrolment processes in relation to employment, volunteering and training placements.</li> <li>• Maintain accurate records in relation to employment, volunteering and training placements.</li> <li>• Monitor and support the progression of carers from training to employment/volunteering placements.</li> <li>• Identify, manage and report emerging risks associated with placement in a timely manner focused on quality outcomes.</li> </ul>

<p><b>Quality</b></p>	<ul style="list-style-type: none"> <li>• Complete all administrative tasks associated with facilitating the program in a timely manner.</li> <li>• Assist with data collection tasks as negotiated.</li> <li>• Ensure data integrity to the highest standard and any data health errors corrected.</li> <li>• Ensure the service approach incorporates the following service principles: Carer Focused, Practical and Flexible, Inclusive.</li> <li>• Ensure adherence to Wellways and Carer Gateway Service Provider Operating Manual/s and all other relevant policies and procedures.</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 confidentiality while reinforcing the carer's rights and responsibilities.</li> <li>• Adhere to protocols and agreements between Wellways, consortium partners and relevant service providers.</li> <li>• Identify and instill best practice, processes and systems and drive continuous improvement environment.</li> <li>• Ensure effective and consistent communication with partners, encourage feedback and customer insights to enhance carer experience.</li> </ul>
<p><b>Professional Development</b></p>	<ul style="list-style-type: none"> <li>• Actively participate in initial training, ongoing mentoring and setting up and maintaining reflective practice structures.</li> <li>• Actively participate in monthly supervision with program Coordinator.</li> <li>• Actively participate in the Wellways Professional Development process.</li> <li>• Actively participate in monthly staff meetings.</li> <li>• Complete all training requested by the program Coordinator.</li> </ul>

<p><b>Qualifications &amp; Essential Requirements</b></p>	<ul style="list-style-type: none"> <li>• Tertiary Qualification in a relevant field of study and/or equivalent experience.</li> <li>• Current valid Driver License.</li> <li>• Highly developed writing skills.</li> <li>• Highly developed IT skills.</li> <li>• Satisfactory National Police Records Check.</li> <li>• Current relevant Working with Children Check and NDIS Worker Screening clearance (or ability to obtain), in accordance with state requirements</li> <li>• Right to Work within Australia.</li> <li>• NDIS Worker Orientation Module Certificate.</li> <li>• Available to participate in out-of-hours activities as required to undertake the requirements of the role.</li> </ul> <p><b>Desirable:</b></p> <ul style="list-style-type: none"> <li>• Experience coaching, partnership and placement management.</li> <li>• Previous experience working in vocational programs.</li> <li>• Previous experience working in carer programs.</li> <li>• Lived and Living Experience as a Family Carer.</li> </ul>
<p><b>Technical Knowledge and experience</b></p>	<p><b>Required</b></p> <ul style="list-style-type: none"> <li>• Demonstrated understanding of vocational pathways and outcomes, including employment, education, volunteering and training opportunities.</li> <li>• Experience in developing and maintaining employment pathways and supporting individuals to progress towards sustainable vocational outcomes.</li> <li>• Understanding of coaching theories and practices, with the ability to apply these in a vocational context to support goal setting, skill development and job readiness.</li> <li>• Sound knowledge of carer inclusive workplaces, including relevant legislation and best practice approaches to supporting carers in employment settings.</li> <li>• Strong understanding of the caring role and evidence-based, best practice supports that enable carers to sustain their caring responsibilities while enhancing their wellbeing and identity</li> <li>• Understanding of the carer peer workforce, including models of peer support and supervision.</li> <li>• Experience in coordinating responsive, individualised support to individuals, families, young people, and children with caring roles</li> <li>• Demonstrated ability to establish and maintain empowering, supportive partnerships with carers and key stakeholders.</li> <li>• Ability to manage competing priorities, multitask effectively, and remain calm under pressure in high-volume or complex environments.</li> <li>• Strong attention to detail and sound judgement, with the ability to make informed and timely decisions.</li> </ul>

	<ul style="list-style-type: none"> <li>• Proficiency in the use of relevant technology, including client management systems, Microsoft Office applications, and communication platforms.</li> <li>• Demonstrated commitment to social inclusion, diversity, and culturally appropriate practice.</li> </ul>
<b>Skills</b>	<p><b>Communication</b></p> <ul style="list-style-type: none"> <li>• Highly developed communication skills, including the ability to liaise, consult and negotiate effectively with a diverse range of stakeholders.</li> <li>• Demonstrated ability to build partnerships, encourage participation and maintain strong stakeholder relationships.</li> <li>• Proven experience representing an organisation in professional settings.</li> <li>• Exceptional interpersonal, customer service, problem-solving, verbal and written communication skills.</li> <li>• Ability to manage difficult conversations and resolve conflict in a professional and constructive manner.</li> </ul> <p><b>Organising and Planning</b></p> <ul style="list-style-type: none"> <li>• Ability to identify barriers and implement practical, effective solutions.</li> <li>• Strong planning and organisational skills, including the ability to identify tasks, processes and resources required to achieve outcomes.</li> <li>• Ability to manage competing priorities and maintain a structured, methodical approach to work tasks.</li> </ul> <p><b>Information Technology</b></p> <ul style="list-style-type: none"> <li>• Proficient in the use of digital platforms and systems, including: Microsoft Office Suite, Client management systems and Online communication and meeting platforms. Ability to learn and adapt to new technologies and systems as required.</li> </ul>

### 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.

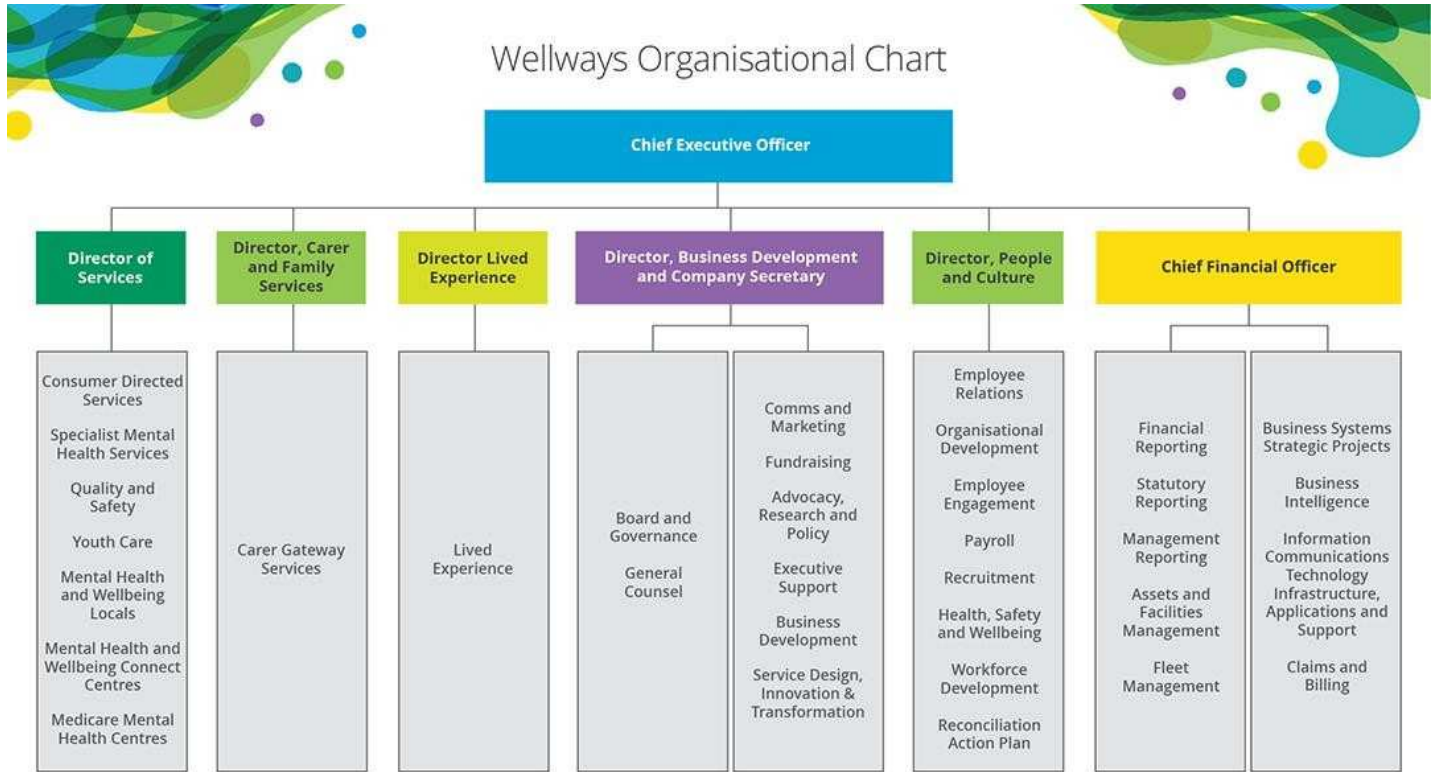
Financial Delegation: As per delegation schedule

People – Number of Directs: 0

Travel Percentage: Company vehicle will be provided for outreach services that may be required from time to time

On Call: N/A

## Attachment 1



WWSM12045

## Position in Context

