



Position description

Title of the role:	Workplace Relations Manager
Program Area:	People and Culture
Reports to:	National Manager P&C Services
Classification:	Non-Award Contract
Last Revised:	June 2026

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 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 build their wellbeing and to live independently. The model provides an evidence-based approach to create individually tailored, effective 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 cross the range of services and supports we offer, including people and their families living with mental health and / or disabilities, and carers.

All our services and advocacy programs:

- Support and create opportunities for building wellbeing
- Value cultural diversity
- Value peer participation and leadership (participant and carer)
- Are underpinned by evidence-based best practice

Position Summary

The Workplace Relations Manager is responsible for the provision of high-quality industrial and employee relations advice and support to key stakeholders to positively influence people management capability and practices. As part of a centralised model this role works nationally.

Managing a small team of Employee Relations Advisors, this role will take the lead in overseeing complex investigations, disciplinary issues and grievances, and provide coaching and support to people leaders and employees involved in the process. The role will support the case management of multiple and varied cases including disciplinary matters, grievances and fitness-for-work processes and monitor, track, and report on case trends.

Other responsibilities of the role include:

- The provision of high-quality written and verbal industrial and employee relations advice and support to key internal and external stakeholders, including the requirement to research industrial matters such as case law and liaising with stakeholders including General Counsel and external industrial advisors and legal providers.
- Working collaboratively across the P&C function, and support change proposals and complex matters with sound advice, counsel, coaching, and support.
- Provide support and guidance to P&C Business Partners with less complex employee relations matter.
- Support education and training of industrial and employment legislation and requirements to people managers across the organisation.
- Work closely with General Counsel in case preparation for presentation at courts/tribunals, including the Fair Work Commission.
- With General Counsel, attend court and tribunals including the Fair Work Commission as needed.

The position reports to the National Manager P&C Services and works collaboratively across the People & Culture team.

Key Functions	Key Performance Indicators
Leadership	<ul style="list-style-type: none"> • Demonstrate leadership and work with the rest of the People & Culture (P&C) team to provide a consultative approach and a strong customer focus within the wider organisation. • Work within the P&C team and support the National Manager P&C Services in developing a program of continuous improvement activities in order to streamline and enhance processes and systems to support operational activities across the board. • Lead, coach and develop a team of Employee Relations Advisors to ensure consistency in delivery of complex employee relations support across the organisation • Work closely with the Manager P&C Partnering to identify, strengthen and support P&C Business Partner support and
Develop strong relationships	<ul style="list-style-type: none"> • Contribute to organisational planning and decision making by providing technical knowledge of People & Culture related policies and procedures and legislative frameworks. • Build collaborative relationships with all People Leaders to assist in building good technical knowledge in the wider group. • Work with regional management to provide support to staff raising grievances and complaints.
P&C Policies, Procedures, Frameworks and Systems	<ul style="list-style-type: none"> • Participate in the development, review and implementation of the full suite of People & Culture policies and procedures which serve to embed organisational values and facilitate uniform best practice across the organisation. • Provide education and advice to leaders across the organisation regarding employee/industrial relations policies and processes. • Provide support to regional management when staff are non-compliant to work in the program they were employed.
Employee and Industrial Relations	<ul style="list-style-type: none"> • Provide advice, assistance, and case management on management of a range of matters including Dispute Resolution; Unsatisfactory Work Performance; Misconduct; Consultation; Change Management and Organisational Restructure; Redundancy and Redeployment; Termination; Workcover and Return to Work; • Oversee and represent (or support ER Advisor representation) for Wellways, in consultation with General Counsel, National Manager P&C Services and Director P&C, matters relating to Fair Work. • Provide advice, consultancy and case management of people matters ensuring compliance with employment legislation, policy/procedure and best practice and the identification and mitigation of risks. • Consult with the National Manager P&C Services with high risk / complex issues.

People Development	<ul style="list-style-type: none">• In collaboration with the National Manager P&C Services and National Manager Organisational Development, and where appropriate, contribute to the design, delivery, and coordination of leadership development programs• Support communication regarding policy/procedure rollout or in response to identified organisational needs.• Contribute to the ongoing development and maintenance of Orientation and Induction Programs.
Work Health & Safety	<ul style="list-style-type: none">• Where required participate / support work health & safety activities across the organisation, ensuring that systems and frameworks are in place to create and maintain a safe workplace for our diverse workforce.• Support the Injury Management team, National Manager WHS and People Leaders in managing injured workers, and supporting all stakeholders in delivering a successful return to work process.

Essential Requirements, Knowledge, Experience and Skills

<p>Qualifications & Essential Requirements</p>	<ul style="list-style-type: none"> • Degree qualified with significant and substantial experience in Industrial Relations within a relevant similar industry. • Right to Work within Australia • Satisfactory National Police Records Check • Working with Children’s Check (or equivalent) • NDIS Worker Orientation Module, ‘Quality, Safety & You’ • LCS2 - Wellways to supply
<p>Technical Knowledge and Experience</p>	<p>Required:</p> <ul style="list-style-type: none"> • Outstanding communication skills with the ability to build relationships and communicate effectively across all levels of the organisation • Excellent attention to detail, organisational and prioritisation skills • Ability to work independently, with minimal supervision in a fast paced, changing environment • Demonstrated experience in ensuring workplace compliance and handling and resolving workplace disputes with Fair Work. • A working understanding of the Employment Relations Framework and Industrial Awards, preferable SCHADS, Health Professionals or other Awards as may be required. • Extensive problem-solving skills with the ability to identify practical solutions to identified people & culture issues. • Highly developed relationship building, coaching and influencing skills with the ability and resilience to deal with people on complex and sensitive issues. • Strong written communication skills, with experience writing effective reports and communications relating to workforce issues and other technical matters. • Commitment to the Wellways Australia Values. • Working knowledge of MS Word, Excel and Outlook and familiarity with the functioning of an HRMIS. <p>Desirable:</p> <ul style="list-style-type: none"> • Strong working knowledge of Award interpretation, including SCHADS • Prior experience working within the community, health, and/or not-for-profit sectors

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: 2-4

Travel Percentage: As required

On Call: n/a