



Position description

Title of the role:	Learning and Development Manager – Wellways Academy
Classification:	SCHADS Level 7 Schedule B
Program Area:	People and Culture
Location:	Flexible, based at any Wellways location (QLD, NSW, ACT, VIC or TAS)
Reports to:	Project Manager - Wellways Academy
Last Revised:	May 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 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 Learning and Development Manager – Wellways Academy, under the guidance of the Project Manager - Wellways Academy provides organisation-wide leadership in strengthening and embedding learning and development across Wellways.

The role leads the coordination and delivery of high-quality, values-led learning and development by building coherent workforce capability systems, supporting consistent practice across diverse service contexts, and enabling continuous improvement through learning.

Working collaboratively with Lived experience, Service Delivery, People and Culture, Quality and Safety, Business Development and other enabling functions, the Learning and Development Manager supports the delivery of the Wellways Academy Strategy and Implementation Plan by embedding sustainable learning and development approaches that are grounded in lived experience and aligned to organisational priorities and best practice evidence.

The role provides leadership across Wellways to guide workforce learning and development and practice capability uplift with a strong focus on quality, consistency, and impact. Working in partnership with leaders and teams across Wellways, the role supports a whole-of-organisation approach to capability development, enabling learning to be embedded in practice and contributing to meaningful outcomes for people and communities.

Refer to Attachment 1 for a reference to the overall Wellways organisation structure and for the relationship lines in context of the role.

Key Functions	
Lived Experience Integration	<ul style="list-style-type: none"> • Enable and support co-design and co-production with people and groups with lived experience across all learning and development initiatives. • Ensure Learning and Development initiatives and delivery are meaningfully informed by lived experience knowledge alongside other expertise. • Establish and maintain mechanisms that support ongoing lived experience integration, influence and governance within Academy work.
Team Leadership and Capability	<ul style="list-style-type: none"> • Lead, support and develop Learning and Development Leads and broader team members, balancing strategic oversight with operational delivery. • Foster a cohesive team culture grounded in Wellways values, collaboration, accountability and learning. • Provide coaching, mentoring and performance support to enable high-quality outcomes and sustainable ways of working. • Ensure clear role clarity, expectations and effective workload prioritisation across the team.
Strategic Leadership and Whole of Organisation Capability	<ul style="list-style-type: none"> • Provide organisation-wide leadership for workforce learning and development, establishing a coherent and sustainable approach that supports workforce capability, practice quality and organisational priorities. • Lead the translation of organisational strategy, reform directions and practice priorities into clear learning and capability-building approaches that are fit for purpose across diverse programs and contexts. • Establish learning and development approaches that strengthen practice capability and support consistent, high-quality, values-led service delivery across Wellways. • Partner with senior leaders, managers and teams to enable and support the translation of learning and development into improved practice, workforce confidence and meaningful outcomes for people and communities. • Contribute to and reinforce a shared organisational understanding of practice expectations, capability standards and learning priorities across services. • Provide advice and guidance to senior leaders on workforce capability priorities, learning needs, emerging trends and risks.

	<ul style="list-style-type: none"> • Champion a strong organisational learning culture, promoting continuous improvement, shared accountability and evidence-informed practice across Wellways.
<p>Learning and Development Design, Quality and Impact</p>	<ul style="list-style-type: none"> • Provide leadership and oversight of learning design, quality and impact, ensuring learning experiences reflect contemporary adult learning principles and best practice. • Work in partnership with design, evaluation and technology roles to ensure learning and development is engaging, inclusive and fit for purpose. • Establish and maintain clear quality, consistency and evaluation expectations across Academy learning and development products and delivery. • Use data, feedback and insights to inform continuous improvement of learning relevance, reach and impact.
<p>Stakeholder Engagement and System Leadership</p>	<ul style="list-style-type: none"> • Build strong relationships across Wellways to support alignment, collaboration and shared ownership of learning and capability development. • Represent Wellways in relevant sector networks and forums related to learning, workforce development and practice capability. • Translate sector, community and partner insights into recommendations that strengthen learning, practice and continuous improvement.

<p>Qualifications & Essential Requirements</p>	<p>Required:</p> <ul style="list-style-type: none"> • Relevant training qualifications or demonstrated leadership experience/background in organisational development or learning and development • Demonstrated leadership experience in a comparable learning and development leadership role, ideally within large, multi-program environments. • Satisfactory pre-employment checks, including but not limited to National Police Records Check, NDIS Worker Screening Check and Working with Children Check/Working With Vulnerable People etc • Evidence of right to work within Australia • NDIS Worker Orientation Module completion certificate <p>Desirable:</p> <ul style="list-style-type: none"> • Certificate IV/Diploma in Mental Health, AOD or related field OR Tertiary qualification in a social science • Current valid Driver's License and the ability to undertake regular travel
<p>Technical Knowledge and Experience</p>	<p>Required:</p> <ul style="list-style-type: none"> • Demonstrated ability to lead and manage organisational change fostering wellbeing, belonging and performance. • Strong knowledge of learning and development design, delivery and evaluation approaches, ensuring adult learning principles are applied appropriately. • Strong knowledge of contemporary learning and development principles and best practice to deliver high quality learning and development experiences. • Strong strategic thinking with the ability to operate across both current and future learning needs. • Excellent communication and relationship management skills, including stakeholder engagement and partnership building. • Understanding of co-design and co-production principles and collaborative approaches to developing learning solutions. • Confidence using technology to support team performance and learning quality (including learning systems and reporting where applicable). <p>Desirable</p> <ul style="list-style-type: none"> • Lived expertise of mental health and/or disability challenges (including as a family member or carer);

	<p>experience in using lived expertise in leadership and advocacy</p> <ul style="list-style-type: none"> • Understanding and working knowledge of mental health, disability, carer services or community-based human services environments. • Knowledge of learning management systems used within Wellways (e.g., Workday Learning). • Ability to generate and interpret reports to provide insights into learning and development activity and culture across regions and programs.
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<p>Skills</p>	<p>Communication</p> <ul style="list-style-type: none"> • Partnership, participation and negotiation – an ability to liaise, consult and negotiate effectively to encourage participation and maintain effective partnerships with stakeholders. • Proven ability and experience in representing organisations externally. • Effective communication skills, verbal and written, including the ability to develop reports and recommendations. <p>Interpersonal</p> <ul style="list-style-type: none"> • Demonstrates empathy, ability to see things from others point of view and treats all people with dignity and respect • Excellent interpersonal and communication skills to develop and maintain sound relationships with staff and other key stakeholders, including representation on steering committees and in external stakeholder meetings • Highly motivated, independent thinker who is comfortable making and supporting strategic recommendations • The ability to communicate and model a vision that generates enthusiasm <p>Organising and Planning</p> <ul style="list-style-type: none"> • Highly developed organisational skills and ability to plan and prioritise work • Ability to implement systems and procedures to guide work and track progress • Ability to recognise barriers and find effective ways to deal with them. • Ability to identify processes, tasks and resources required to achieve a goal
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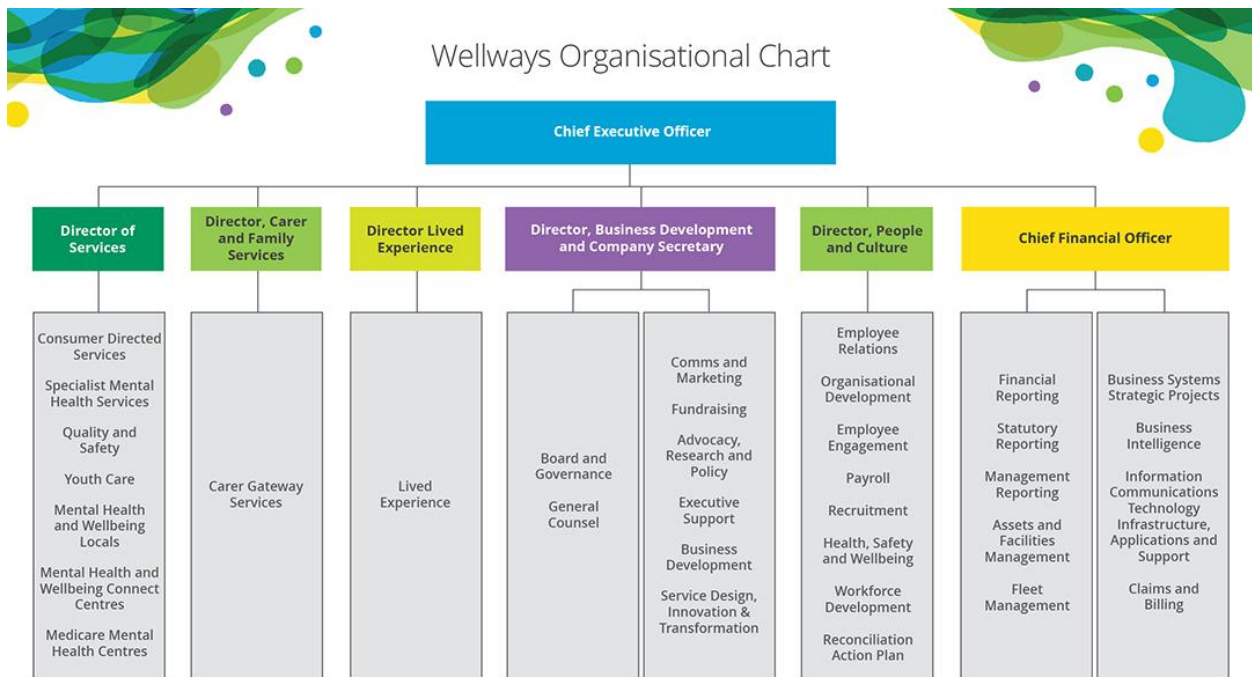
	<ul style="list-style-type: none">• Able to prioritise competing demands and operate accordingly to ensure outcomes are achieved• Ability to manage and deliver to KPI's <p>Leadership</p> <ul style="list-style-type: none">• Ability to communicate and model a vision that generates enthusiasm and commitment• Action oriented, and able to drive innovative solutions• Ability to identify potential issues and setbacks and guide colleagues to optimise outcomes• Demonstrated staff management skills and experience including the ability to lead, motivate and coach staff and resolve conflict.• Demonstrated understanding of and commitment to Wellways values <p>Information Technology</p> <ul style="list-style-type: none">• Proficient with the range of digital platforms including but not limited to:<ul style="list-style-type: none">○ Microsoft 365 Platform○ Client management Systems○ Learning and Development Management Systems
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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: 4 – 8
 Travel Percentage: As Required
 On Call: n/a
 Special Requirements: n/a

Attachment 1



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