



Position description

Title of the role:	Administration Officer
Classification:	SCHADS Award Level 3
Program Area:	Universal Aftercare
Location:	Cairns
Reports to:	Team Leader
Last Revised:	August 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 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 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 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

Universal Aftercare Services (also known as The Way Back Support Service in Cairns (TWBSS)) are non-clinical support services focused on providing practical psychosocial support to people experiencing a suicidal crisis or who have attempted suicide.

Support is provided for up to three months and targets those at the highest risk through referrals following hospital presentations or through specialist mental health services.

Wellways works in partnership with NQPHN and Cairns & Hinterland Hospital and Health Service (CHHHS), Mackay Hospital Health Service (MHHS) and Townsville Hospital Health Service (THHS) to deliver these service across the Cairns, Mackay and Townsville regions.

The primary purpose for Universal Aftercare Administration Officer is to provide a range of administrative functions to support the provision of service delivery for the Universal Aftercare services and quality collection of data with a high level of customer service and business operations/site support (for the Cairns region).

The Administration Officer:

- Provides clerical and administrative support to The Universal Aftercare teams, such as but not limited to organising meetings, writing and distributing meeting agenda's/minutes as required, managing the fleet vehicles, assisting with the creation of resources
- Receives and actions incoming referrals in accordance with referral management procedures including recording on database and establishing files on the electronic client management system
- Supports the administration of key data collection activities, including the organisation and storage of key datasets, including information required for the Universal Aftercare Minimum Data Set and data spreadsheets
- Conducts file maintenance and reviews in accordance with organisational policies and procedures; and escalates any identified issues in a timely way
- Effectively manages information sharing with other service providers, including in assisting to organise and participate in events, service promotion
- Carries out general office duties such as collecting and distributing mail, data entry, filing, photocopying, Asset recording, processing invoices, checking stock and replenishing office supplies, organising All Site meetings (including minutes and agenda), liaising with Assets team and contractors regarding the Wellways shared office
- Conducts Reception duties including greeting and hosting visitors on arrival, and answering/redirecting telephone calls and taking messages
- Any other responsibility as directed by Team Leader within the general scope of the position and skill level of the incumbent

Under the support and direction Supervision of the Cairns Team Leader, the role forms part of the Cairns, Mackay and Townsville teams and works with the teams and other key stakeholders to support the delivery of the regional and program plans.

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

Responsibilities

Key Functions	Key Performance Indicators
Program Support Support the efficient, effective and timely provision of service delivery.	• Support registrations of new participant referrals through rediCASE • Support program teams with logistics associated with program or specific program delivery • Support the development and maintenance of regional marketing materials • Develops strong relationships with data custodians and facilitates timely and accurate data collection • Maintains privacy protocols and data protection in line with established requirements
Administration and Site Support Provide high quality administration support to ensure effective program outcomes.	• Provide support with electronic systems, including rediCASE • Support Team Leaders to monitor program performance, targets and administration functions for the Universal Aftercare Services • Support the development, implementation and maintenance of Universal Aftercare administration systems and processes • Set up and maintain effective filing, resource and site systems • Collate and distribute information as required. • Coordinate meetings • Effective database management for Universal Aftercare specific data collection • Provide general reception and administrative support including ordering of shared office supplies and resources, photocopying, processing invoices, distributing mail, data entry, greeting visitors on arrival, answering telephone calls, Asset recording and liaising with Assets team and contractors regarding site issues at the Wellways shared office • Support the management of Fleet vehicle service and maintenance in accordance with relevant policies and procedures
Team Effectiveness Working as an active member of the program team to ensure the achievement of program goals and the application of best practice frameworks.	This will include: • Working as part of the team based on an ethos of collaboration, co-operation and mutual support • Support for, and on-going development of, an environment based on shared accountability and effective knowledge sharing • Co-operating with all team members to ensure continuity of care and the provision of an exceptional service • Actively participating in team meetings, service planning sessions, Performance Development and Review (PDR) supervision and staff development activities • Actively participate in regular supervision

Organisational Alignment Contributing to the effective operation and on-going development of the program offer to ensure that the program reflects Wellways values, best evidence-based practice and demonstrates innovation	This will be achieved through on-going contribution and awareness ensuring that: • The programs provided reflect the core values of Wellways • Participant files are reviewed to ensure an effective service delivery • Quality systems and standards are subject to on-going development to support enhanced program delivery • Effective relationships are established and maintained with other organisations
Stakeholder Engagement Working with the wider community and key stakeholders to support value adding participant outcomes	• Participating in program promotion and maintaining appropriate linkages with other community agencies, clinical services and other Wellways programs • Effectively manages information sharing with other service providers, where relevant and/or required. • Assisting in the support of volunteers and students

Essential Requirements, Knowledge, Experience and Skills

Qualifications & Essential Requirements	• Cert IV in Business Administration or a related field, or commensurate experience working in an administration or customer service role. Appropriate IT skills • Current valid Driver's License and the ability to undertake some travel • Satisfactory National Police Records Check • Current Working with Children Check – QLD Blue card before commencement • NDIS Disability Worker Screening Check (formerly Yellow Card) • Right to Work within Australia • Proof of identity • NDIS (National Disability Insurance Scheme) Worker Orientation Module Certificate
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Technical Knowledge and Experience	• Experience and knowledge in providing administrative support services • Highly effective communication and interpersonal skills • Thinking outside the square when applying problem solving skills • Understanding and knowledge of database management • Commitment to accurate data entry and high-quality outcomes • Able to negotiate workload, competing requests and follow up within agreed timelines • Able to work autonomously and as part of a team • An ability to work with culturally and linguistically diverse communities and individuals • Commitment to best practice • Experience in property or facilities management • Experience working with and managing contractors • A proven commitment to customer service, including the ability to deliver on commitments to multiple stakeholders over a wide geographic area • A self-starter with high levels of initiative to deliver required outcomes under limited direction Desirable: • Experience in the mental health or community health sector • Fluency in other languages • An understanding of asset management principles will be well regarded • Not for Profit community services industry experience will be well regarded
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Skills	Communication • Effective communication skills, verbal and written including the ability to develop reports and write clear emails with instructions • Communicates in a manner that is respectful, courteous, and professional with participants and various stakeholders Interpersonal • Strong skills in developing and maintaining relationships with staff and other key stakeholders • Able to see things from others point of view and confirm understanding of that point of view • Able to express personal views in a constructive and diplomatic manner • Able to reflect on how one's own emotions impact on others • Strong team orientation • Customer service ethos Organising and Planning • Able to identify more and less critical activities and operate accordingly, reviewing and adjusting as required. • Able to contribute to the development and implementation of systems and procedures to guide work and track progress. • Able to recognise barriers and find effective ways to deal with them. • Able to identify processes, tasks and resources required to achieve a goal Self-Management • Able to plan and prioritise work to ensure outcomes are achieved • Takes the time to think things through • Able to anticipate one's own reactions to situations and prepare accordingly Information Technology • Familiar in Microsoft Office Suite • Comfortable with learning/using Client Management Systems Attention to Detail • Strong attention to detail, taking responsibility for the accuracy of own work Continuous improvement • Experience contributing to the design and/or improvement of processes and procedures
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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: n/a

Travel Percentage: As Required

On Call: n/a

Special Requirements: n/a

Attachment 1

Organisation Chart

This organisational chart provides an overview of the organisation's structure, its key personnel, departments and teams.

