

Position Description

Position Title	Service & GP Partnerships Manager	
Job ID	JC100062	
Reports to	Regional Manager	
Direct reports	Yes	
Program/ service	Better. Together.	
Directorate	Services	
Primary location	Murrumbidgee region (hub base negotiable: Deniliquin, Griffith, Wagga Wagga, Young), with travel across spoke general practices as required	Work Arrangement Hybrid
Award & classification	HPSS Award – Health Professional Employee (applicable classification level)	
Designated role?	No <i>A designated role limits who can apply — for example, a role open only to Aboriginal and Torres Strait Islander people, or to people with lived or living experience. If yes, contact your P&C rep before proceeding.</i>	
Last reviewed	Aug 2026	

About Wellways

For close to 50 years, Wellways has worked with people, families, friends and carers to create an inclusive community where everyone can imagine and achieve their hopes and potential.

Founded by families advocating for better mental health support, lived and living experience remains at the heart of everything we do. Today, Wellways is one of Australia's leading mental health, wellbeing, carer and disability services organisations, supporting people of all ages experiencing mental health challenges or barriers to their physical, social and emotional wellbeing.

We work alongside people in their recovery journey, recognising that every person is the expert in their own life. Our approach focuses on strengths, aspirations and opportunities for connection, supporting people to build the life they want and participate fully in their community.

Our teams bring together lived and living experience, peer support, psychosocial and clinical expertise. We value each perspective equally, recognising that meaningful support is created when different forms of knowledge and experience work together with the person at the centre.

Beyond delivering services, we work to strengthen communities and drive positive change through advocacy, partnerships and system reform. Guided by our values of honesty, acceptance, fairness, commitment and participation, we connect people, strengthen families and transform communities. To learn more, visit www.wellways.org.

About Program/ Service

Better. Together. is a mental health service delivered in partnership with general practice across the Murrumbidgee region, commissioned by Murrumbidgee Primary Health Network (MPHN). It supports people aged 18 and over with severe and/or complex mental health needs, at no cost to the participant. The program runs on a hub-and-spoke model, with hubs in Wagga Wagga, Young, Griffith and Deniliquin coordinating services into general practices (spokes) across the region's Local Government Areas.

A multidisciplinary team provides care and support primarily face to face, tailored to each person's needs — from clinical interventions to peer support, care coordination, service navigation, social prescribing and group programs. Working closely with the person's GP, they co-develop the care plan to support other conditions a person may be experiencing, including physical health.

The model is person-centred, recovery-oriented and stepped-care based, using the Initial Assessment and Referral Decision Support Tool (IAR-DST). It connects people to the wider service system to support their mental, social, physical and emotional goals.

About the Role

The Service & GP Partnerships Manager provides clinical and operational leadership for the Better. Together. service across the Wagga Wagga, Young, Griffith and Deniliquin hubs and their spoke catchments. The role leads the Peer and Clinical Team Leaders, who are responsible for day-to-day delivery and management of the multidisciplinary team, to support safe, person-led, recovery-oriented care for people with severe and/or complex mental health needs.

The role brings clinical judgement to key service decisions, including model-of-care implementation, escalation pathways, use of the IAR-DST, risk management and quality improvement. It also oversees operational and financial requirements including budgets, staffing, resourcing, service performance, reporting and contract deliverables.

A central focus of the position is building strong working relationships with general practices, primary care providers and community stakeholders across the region. This includes raising awareness of local mental health, wellbeing and suicide prevention initiatives, strengthening referral pathways, increasing GP participation and supporting more integrated care for participants.

The role requires regular physical presence across program sites, general practices and community settings. While this role supports hybrid working, the nature of service delivery, team leadership and stakeholder engagement means the role is predominantly performed on-site and, in the field, with travel across the region a core requirement. Occasional attendance at work-related events outside standard business hours may also be required.

Key Responsibilities

Role-specific Responsibilities:

GP & Stakeholder Partnerships

- Build and sustain strong relationships with general practices — GPs, practice managers and practice nurses — engaging credibly on complex-case discussion, referral pathways, scope-of-practice and the service's stepped-care positioning to strengthen GP participation.
- Work collaboratively with MPPH and other key stakeholders to promote and support Better. Together. to General Practices in the region.
- Build primary care capacity through formal and informal education and professional development activities.
- Strengthen connections and collaboration between primary care and community services — improving referral pathways and sharing local service information to promote integrated, person-centred care that responds to local mental health needs.
- Represent Better. Together. in relevant external forums and networks, promoting awareness of local mental health and wellbeing supports.
- Record engagement activity and report to the Regional Manager on outcomes, challenges and opportunities, recommending ways to strengthen engagement.
- Develop and maintain productive relationships with health services, government agencies and community organisations relevant to the service.
- Support effective collaboration with internal teams.

Clinical Leadership & Governance

- Lead and be accountable for the safe and effective delivery of the service, ensuring clinical governance, model-of-care implementation, escalation pathways and IAR-DST application are embedded consistently across all hubs and spoke practices.
- Oversee clinical governance, ensuring safe triage, risk escalation and clinically sound practice within Wellways' Clinical Governance Framework.

Service Delivery & Performance

- Provide operational leadership of the service, with day-to-day responsibility for delivery across all spoke practices and hub sites.
- Be accountable for achieving contractual deliverables, service outcomes and organisational performance expectations.
- Monitor service performance using qualitative and quantitative data and implement improvement strategies where required.
- Undertake reporting on performance, outcomes and evaluation requirements as outlined by the funder and organisational requirements.
- Ensure the service delivers a safe, effective, person-led and valued experience for every participant.
- Ensure services are delivered in genuine partnership with participants, families and carers, with participant voice, choice and self-determination informing service planning, delivery and continuous improvement.

- Embed co-production across service delivery, design and improvement.
- Champion the integration of lived and living experience knowledge and evidence informed practice across service planning and delivery.
- Lead the service through operational changes, critical incidents and emerging issues.
- Promote consistent service delivery and practice standards across all spoke practices and hub sites.

Financial Stewardship

- Be accountable for the financial performance of the service.
- Manage service budget, forecasting and expenditure within delegated authority, contributing to annual budgeting processes.
- Oversee staffing, rostering and resourcing to ensure the service has the capacity to meet participant demand.
- Monitor financial performance and implement corrective actions where required.
- Ensure responsible stewardship of organisational resources.
- Oversee office facilities and fleet management at hub sites and ensure spoke practice arrangements provide employees with the resources needed to deliver the service.

Governance, Quality & Risk

- Ensure services comply with contractual, legislative and organisational requirements.
- Lead responses to audits, reviews, complaints and service improvement initiatives.
- Lead quality improvement initiatives across the service sites.
- Embed recovery-oriented, trauma-informed, strengths-based and evidence-informed practice that is culturally safe, responsive and inclusive.
- Contribute to Wellways-wide service innovation and quality initiatives more broadly.
- Engage in reflective practice, through critical reflection, supervision and Communities of Practice, to strengthen self-awareness and practice, and support teams to do the same, fostering a culture of continuous learning and accountability.
- Ensure operational risks are identified, managed and escalated appropriately, to maintain service continuity.
- Monitor incident trends and implement strategies to improve service quality and participant safety.

People Leadership Responsibilities:

In addition to the role-specific responsibilities, this role is expected to fulfil the following People Leadership Responsibilities as a Wellways People Leader.

Purpose and direction	- Cultivate a shared sense of purpose, grounded in the support provided walking alongside participants and communities, so leaders and their teams are guided by that purpose and understand how their work contributes to Wellways' vision and organisational priorities. - Set clear direction, priorities and expectations, planning ahead to position leaders and services to achieve organisational objectives.
Culture and belonging	- Foster a safe, inclusive and connected work environment where people feel they belong and can bring their whole selves to work, working collaboratively with other leaders to strengthen culture across Wellways.

	- Foster a culture where the unique contribution of every discipline and role is recognised and valued in delivering high-quality, participant-centred support. - Support leaders to create environments where people feel empowered to contribute ideas, solve problems and drive continuous improvement. - Build and sustain a positive leadership culture that embodies Wellways' values through visible leadership and role modelling. - Champion open, transparent and two-way communication that builds trust, provides clarity and gives people confidence in organisational decisions and direction. - Recognise and celebrate the achievements and contributions of leaders and teams.
Performance, Development and Support	- Provide line management across the employee lifecycle — recruitment, onboarding, performance, development and recognition — to support a positive employee experience. - Support leaders to effectively plan and allocate people and resources to meet service needs and organisational priorities, and lead workforce planning accordingly. - Provide effective supervision, coaching and mentoring to leaders, strengthening leadership capability, reflective practice, performance and decision-making. - Ensure leaders facilitate access to discipline-specific supervision (such as clinical or lived experience supervision) where relevant to their teams. - Build and sustain leadership capability by identifying development needs and supporting leaders to engage in learning, professional development and continuous improvement. - Drive leadership performance toward agreed goals and outcomes, addressing underperformance, attendance and conduct concerns constructively, fairly and in accordance with Wellways policies and procedures. - Support leaders to manage complex employee matters, providing guidance and coaching, partnering with People & Culture or escalating where required. - Respond to employee concerns and workplace issues in an impartial, timely and appropriate manner, ensuring matters are managed in accordance with Wellways policies and procedures, and escalating as required.
Health, safety and wellbeing	- Foster leadership practices that prioritise the physical and psychological health, safety and wellbeing of employees. - Support leaders to apply a trauma-informed approach to leading and managing their teams to foster psychological safety and trust. - Ensure employees are aware of and can access wellbeing supports and safe pathways to raise concerns.
Inclusion, cultural safety and lived experience	- Foster inclusive workplaces where diversity is valued and respected, strengthening inclusion. - Support leaders to embed lived experience in leadership, decision-making, service planning and continuous improvement. - Champion culturally safe leadership and support Wellways' Reconciliation commitments through leadership practice and decision-making.

General Responsibilities:

The following responsibilities apply to all Wellways employees.

Conduct and compliance	- Act in accordance with the Wellways Code of Conduct (Working Together) and all relevant organisational policies and procedures.
Work health, safety and risk	- Take reasonable care for the health and safety of yourself and others, and report incidents, hazards and near misses promptly in accordance with Wellways Work Health and Safety policies and procedures.

	- Identify and manage risks within the scope of the role, escalating them where required, in accordance with Wellways policies and procedures, to support safe and effective service delivery.
Child safety	- Uphold the safety, rights and wellbeing of all children, promote a culture of child safety with zero tolerance for abuse and neglect, and follow Wellways' child safety reporting requirements and obligations.
Privacy and confidentiality	- Maintain the privacy and confidentiality of personal and health information and manage records in line with Wellways policies.
Inclusion and cultural safety	- Contribute to a safe, respectful and inclusive workplace, free from discrimination, bullying, sexual harassment and victimisation, and speak up about poor behaviour or concerns. - Work in a culturally safe and responsive way with Aboriginal and Torres Strait Islander People and people from diverse backgrounds.
Lived experience	- Support Wellways' commitment to the meaningful inclusion of lived experience by incorporating lived experience perspectives into work and decision-making, where appropriate to the role.
Quality and improvement	- Contribute to continuous quality improvement, including participation in reviews, audits and service development. - Seek and act on complaints and feedback to improve services.
Working with others	- Work collaboratively with colleagues to achieve shared organisational outcomes, contributing to a positive, inclusive and high performing culture. - Build and maintain effective, respectful professional relationships with internal and external stakeholders relevant to the role.
Professional development	- Engage actively in supervision, professional development and learning. - Complete all mandatory and role-related training, including refreshers, within required timeframes.
Other duties	- Manage and plan own work to meet individual goals and outcomes. - Undertake other reasonable duties as directed.

Key Selection Criteria

Qualifications, Experience and Skills

Essential:

- Relevant tertiary qualification and current registration or accreditation, at the level required for that discipline, in one of the following:
 - o Psychologist (registered or clinical), or Provisional Psychologist, registered with AHPRA;
 - o Social Worker eligible for membership of the AASW;
 - o Registered Nurse with demonstrated mental health experience;
 - o Occupational Therapist registered with AHPRA;
 - o Qualified Aboriginal Mental Health Worker or Practitioner; or
 - o Counsellor fully registered with PACFA or registered at Level 3 or 4 with the ACA.
- Demonstrated clinical experience — such as assessment, counselling, risk management, care planning or clinical oversight — and a strong background in mental health services, sufficient to inform clinical leadership and credible engagement with general practice.
- Sound understanding of the NSW Mental Health Act 2007 and other relevant legislation, sufficient to oversee safe practice and support clinical employees.

- Understanding of the Australian primary healthcare system and the role of general practice, including referral pathways and integrated care.
- Willingness and ability to learn and apply the IAR-DST or equivalent stepped-care assessment tools.
- Demonstrated experience building and sustaining collaborative partnerships and networks across the primary care, mental health and community service system.
- Experience managing operational performance, workforce capability and service improvement.
- Demonstrated experience managing budgets and contracts.
- Experience providing leadership and support to team leaders or managers responsible for day-to-day delivery across a multidisciplinary team.
- Demonstrated ability to lead organisational change and continuous improvement.
- Experience designing and delivering education or capacity-building activities to clinical or professional audiences.
- Demonstrated ability to balance duty of care with dignity of risk.
- Willingness to travel weekly throughout the allocated region.

Desirable

- Experience working with General Practice, Primary Health Networks, or primary healthcare providers.
- Knowledge of community development and collective impact approaches.
- Experience working alongside people with lived and living experience.
- Understanding of local health and community service systems.
- Experience working across and leading geographically dispersed teams.

Compliance Checks

This role requires the following to be maintained throughout employment in accordance with Wellways' Workplace Compliance Screening Policy and Procedure:

- Right to work in Australia
- 100 points of ID
- Valid Driver Licence
- Satisfactory National Police Record Check
- International Police Check (if applicable)
- Current Working with Children Check
- Current NDIS Worker Screening Check
- NDIS Worker Orientation Module Certificate – Quality Safety and You

Our Commitments

Wellways is committed to reconciliation and acknowledges Aboriginal and Torres Strait Islander People as the Traditional Owners and Custodians of the land on which we live, work and play. We pay respect to their Elders past and present.

We are [committed to child safety](#), inclusive communities, workplaces, policies and services for people of all backgrounds and lived experiences, genders, sexualities, cultures, bodies and abilities.

Wellways is committed to prioritising the health and safety of employees and ensuring that all work is carried out in a safe and responsible manner. We will take all reasonably practicable measures to identify, eliminate or minimise risks to health and safety, including psychosocial risks, in our workplaces. Beyond minimising harm, we are committed to fostering a positive environment where people feel supported and able to thrive. Our commitment extends to protecting the wellbeing of all people in our workplaces, including service users, their families and the wider community.

Position Description Statement

This position description outlines the purpose, scope and key responsibilities of the role. It may be updated from time to time to reflect organisational changes. Where changes to this position description materially affect the role, Wellways will consult with the employee in accordance with applicable legislation and organisational policies.

By signing your employment agreement, you acknowledge that you have read and understood this position description.