



Position description

Title of the role:	Team Leader
Program:	Carer Gateway Services
Location:	Mount Isa and surrounds
Classification	SCHADS 5
Reports to:	Service Integration Lead, Central/West
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 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 delivery service

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 assist 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 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

Unpaid carers living in rural and remote Central West Queensland face unique challenges, including geographic isolation and limited-service access. The Wellways Carer Gateway program bridges this gap by offering flexible, tailored local support to ensure carers feel supported and connected.

Under the direction of the Service Integration Lead, the Carer Hub Team Leader supports the expansion and delivery of Carer Gateway services in Mount Isa, providing day-to-day leadership and support to Carer Hub Navigators and helping to ensure services are responsive to local community needs.

A key focus of the role is supporting local community engagement and development activities, building strong community relationships and helping ensure Carer Gateway services are responsive, inclusive and connected to the needs of the Mount Isa community. The role requires strong communication, relationship-building and problem-solving skills, together with a sound understanding of the local community and relational models of care.

This role is based on-site at the Mount Isa Carer Hub, with work in the community as required to support service delivery, community engagement and stakeholder relationships.

Refer to Attachment 1 for a reference to the overall Wellways organisation structure and Attachment 2 for the relationship lines in context of the role.

Responsibilities

Key Functions	Key Performance Indicators
Service Delivery & Operational Leadership	- Lead the day-to-day delivery of Carer Gateway services in Mount Isa to support safe, high-quality and carer-centred outcomes, in line with agreed program requirements and priorities. - Monitor and respond to emerging carer and community needs within the scope of the role to support responsive and accessible local service delivery. - Coordinate daily Hub and team operations, including workflow, service demand, workforce coverage and local resources. - Monitor leave, vacancies and staffing requirements and communicate emerging workforce issues to the Service Integration Lead. - Provide visible leadership and practical operational support to Carer Hub Navigators. - Monitor service delivery and respond to operational issues within the scope of the role, escalating significant or emerging issues to the Service Integration Lead. - Contribute to the achievement of Activity Work Plan commitments and agreed service targets, ensuring accurate operational information is maintained to support monitoring and reporting

	requirements. Identify emerging community needs and service opportunities, share local knowledge and insights, and make recommendations to the Service Integration Lead, considering funding requirements and agreed service priorities. • Support the implementation of organisational and carer engagement initiatives to improve outcomes for carers.
Community Engagement & Development	• Build and maintain positive relationships with carers, community organisations, local service providers and referral partners to strengthen local support networks, service access and referral pathways, and improve outcomes for carers. • Work collaboratively with internal teams and external partners to support coordinated and connected service delivery. • Identify community strengths and support the co-design of initiatives that enhance local support for carers. • Implement local community engagement and development activities that respond to community needs. • Deliver initiatives that promote carer resilience, inclusion, and connection. • Apply culturally safe and strengths-based practices that support Aboriginal and Torres Strait Islander, culturally and linguistically diverse , LGBTIQ+ and young carers. • Represent Wellways and Carer Gateway in relevant local community and stakeholder settings. • Support opportunities for carer voice, leadership and advocacy within the local community.
People Leadership	This will include: • Communicate clear priorities and expectations to Carer Hub Navigators, supporting the achievement of agreed service and program outcomes. • Foster collaboration, knowledge sharing, effective communication and mutual support across the team. • Promote a culture of shared accountability, continuous improvement and inclusion. • Provide supervision, coaching and mentoring to support employee capability, confidence and performance. • Support employees to plan and manage their day-to-day workload and priorities. • Support recruitment, onboarding, performance and development of Carer Hub Navigators, working with the Service

	Integration Lead and People & Culture as appropriate. • Address day-to-day performance, attendance and conduct matters appropriately, escalating complex or unresolved matters as required. • Ensure the physical and psychological health, safety and wellbeing of employees are prioritised in day-to-day team leadership and operations. • Support the local implementation and development of the peer workforce.
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Governance, Quality & Risk	• Support compliance with organisational, contractual and legislative requirements. • Identify, manage and escalate operational risks appropriately. • Ensure incidents, hazards and complaints are managed in line with organisational processes. • Support the implementation of quality and continuous improvement initiatives. • Ensure accurate records and data are maintained in line with program and organisational requirements. • Ensure carer feedback and local insights inform service improvement. • Promote safe, consistent and high-quality service delivery in line with Wellways practice frameworks and Carer Gateway requirements. • Be responsible for local Hub facilities and fleet, escalating matters as required.
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Essential Requirements, Knowledge, Experience and Skills

Qualifications & Essential Requirements	• Tertiary qualification in a relevant discipline (e.g., social science, community services, health or human services) or a related discipline and/or equivalent relevant experience • Demonstrated experience working within one or more of the carer, mental health, community, disability or health sectors. • Current valid Driver License and the ability to undertake regular travel • Proficiency in Microsoft Office and other relevant digital systems. • Satisfactory National Police Records Check • Satisfactory Working with Children Check - NSW • Completion of NDIS worker orientation module • Right to Work within Australia • Available to participate in 'out of hours' activities as required
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• Technical Knowledge and Experience	Required: • Understanding and experience of delivering services to carers and families within community, mental health, disability or related service settings. • Understanding of relevant government policy and directions in carer services and reform. • Sound knowledge of the local community, service system and available supports. • Ability to apply reflective practice and support the capability and performance of team members through supervision and performance development. • Understanding of community development principles and their application to local service delivery. • Ability to use data and information to support service delivery, monitoring and continuous improvement. • Demonstrated commitment to social inclusion, diversity and culturally responsive practice.
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Skills	Leadership • Demonstrated ability to lead, motivate and coach employees and resolve day-to-day conflict, escalating complex matters to the Service Integration Lead as required. • Ability to communicate clear priorities and expectations and build employee commitment to agreed service outcomes. • Ability to identify issues, develop practical solutions and communicate recommendations effectively. • Demonstrated commitment to modelling Wellways values. Communication • Strong interpersonal and relationship-building skills. • Strong verbal and written communication skills, including the ability to prepare reports and communicate effectively with a range of stakeholders. • Ability to represent Wellways professionally in relevant community and stakeholder settings. Digital capability Proficiency in Microsoft Office, CRM systems and other relevant digital and communication platforms.
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Additional Information

This description of this position may be modified from time to time to reflect organisational changes. Any changes will be discussed and agreed with the incumbent.

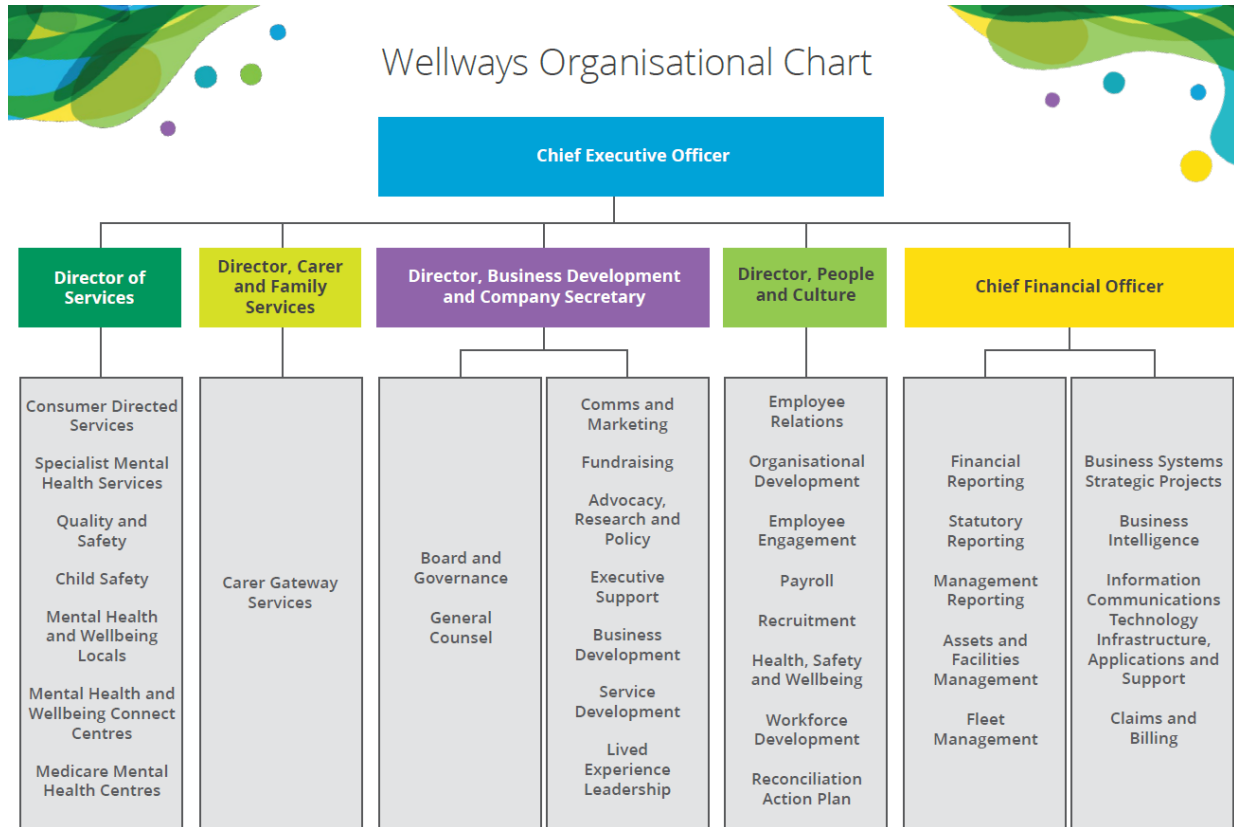
Financial Delegation: As per delegation schedule

People – Number of Direct Reports: up to 4

Travel Percentage: As required

On Call: As required

Special Requirements: n/a





mental health | disability | rehabilitation