

Position Description

Position Title	North East NSW Senior Manager	
Job ID		
Reports to	General Manager	
Direct reports	May include, but are not limited to, Service Managers, Service Leads, Operational Managers and other service leadership roles, as applicable.	
Program/ service	Specialist Mental Health	
Directorate	Services	
Primary location	Base location negotiable across sites within North East NSW region (Coffs Harbour preferred)	Work Arrangement Onsite
Award & classification	Non-Award	
Designated role?	No	
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

Wellways' Specialist Mental Health services provide a diverse range of community-based supports for people experiencing mental health challenges. The service stream includes integrated community

mental health services, psychosocial support, residential recovery, peer support, outreach, and suicide prevention and support services delivered across metropolitan, regional and rural communities.

Services operate under a range of funding models and partnership arrangements and are delivered through multidisciplinary teams to respond to the diverse needs of local communities.

About the Role

Senior Managers provide strategic and operational leadership across multiple service portfolios within a defined geographic area, translating organisational strategy into area-level direction and priorities.

The role is accountable for regional service performance and growth, workforce capability, organisational culture, strategic partnerships, financial sustainability and community impact. Working collaboratively across Wellways and with external partners, the Manager drives high-quality participant and community outcomes continuous improvement, innovation and sustainable growth across the area.

While this role supports hybrid working, it requires regular travel and a consistent physical presence across the designated geographic area to maintain visible leadership, build strong relationships and maintain visibility and connection across local teams and services.

The nature of this role requires availability outside standard business hours to respond to significant operational matters, support service continuity, and attend work-related events where required.

Scope

Allocated Region	xx
Service Portfolio	XX
Direct Reports	xx
Approximate FTE	xx
Note: The services and programs within the role's portfolio may change over time as services are established, transitioned, recommissioned or cease, and in response to changing organisational and funding requirements.	

Key Responsibilities

Role-specific Responsibilities:

Regional Leadership

- Lead the implementation of organisational strategy across the allocated geographic area.
- Develop and implement business plans for the region aligned to organisational priorities.
- Identify and progress area-level service development, funding and growth opportunities. Work closely with the General Manager and relevant internal stakeholders on regional business development commissioning, tender and recommissioning activities.
- Lead the implementation of organisational change across the region, providing clear direction and supporting effective adoption.
- Contribute to organisational planning, service design and future service development.

Service Delivery & Performance

- Lead and oversee multiple services to ensure safe, high-quality, participant-centred and consistent service delivery across the region.
- Ensure services consistently achieve contractual obligations, performance targets and participant outcomes.
- Monitor operational performance and intervene where required to support service improvement.
- Ensure operational issues are resolved at the appropriate level, providing direction on significant or escalated matters and maintaining clear escalation pathways.

Stakeholder & Community Partnerships

- Build, maintain and negotiate strategic partnerships with funders, commissioners, health services, government agencies, ACCHOs and complementary community organisations. Identify and progress opportunities to expand partnerships, improve integration and support sustainable service growth.
- Represent Wellways in senior external forums, building organisational credibility and influencing service-system outcomes and community impact.
- Ensure services across the region are delivered in genuine partnership with participants, families and carers, promoting participant voice, choice and self-determination.
- Embed co-production across service design, development and delivery.
- Champion the integration of lived and living experience knowledge across regional service planning and delivery.
- Strengthen relationships that improve participant access, continuity of care and community outcomes.

Financial Stewardship

- Lead regional financial planning, budgeting, forecasting and resource allocation to support organisational priorities and sustainable service delivery.
- Ensure services operate within approved budgets while delivering required service quality and contractual outcomes.
- Monitor financial performance across the area and respond proactively to emerging risks and opportunities.
- Ensure responsible stewardship of organisational resources.

Governance, Quality & Risk

- Ensure compliance with contractual, legislative and organisational requirements.
- Provide oversight of significant and emerging risks across the area, ensuring appropriate mitigation and escalation.
- Support implementation of organisational governance frameworks and quality systems.
- Lead regional responses to audit findings, quality improvement initiatives and organisational reviews.
- 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.

- Embed recovery-oriented, trauma-informed, strengths-based and evidence-informed practice across the region.
- Champion participant safety, cultural safety and child safety across all services.

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. - Lead significant workforce change across the region, providing clear direction and supporting leaders to embed new structures and ways of working.
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. - Provide effective supervision, coaching and mentoring to direct reports, 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:

- Tertiary qualification in health, human services, social sciences, management or a related discipline, or an equivalent combination of qualifications and leadership experience.
- Demonstrated experience leading multiple community, health or human service programs.
- Demonstrated ability to translate organisational strategy into regional priorities, plans and outcomes.
- Demonstrated ability to lead organisational change and build high-performing teams.
- Experience managing operational performance, budgets and contractual outcomes.
- Demonstrated high-level judgement, problem-solving and decision-making capability in complex and ambiguous operating environments.
- Highly developed stakeholder engagement, partnership management, influencing and negotiation skills, with the ability to build collaborative relationships across complex environments.
- Demonstrated commitment to participant-centred, recovery-oriented and trauma-informed practice.
- Willingness to travel regularly throughout the allocated region.

Desirable

- Understanding of health and community services across the designated region
- Experience working across multiple funding streams.
- Experience contributing to business development, commissioning or tender processes.
- Lived or living experience of mental health, disability or caring.

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.