

Position Description

Position Title	Service Manager	
Job ID	JC100062	
Reports to	Tasmania Manager	
Direct reports	Yes	
Program/ service	Connected Care	
Directorate	Services	
Primary location	Tasmania – South, North or Northwest (flexible)	Work Arrangement Primarily Onsite
Award & classification	HPSS Award – Health Professional Employee Level 3	
Designated role?	No	
Last reviewed	Sep 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

Connected Care is a statewide, integrated mental health service delivered by Wellways in partnership with Stride Mental Health and Clarity Health Care and commissioned by Primary Health Tasmania (PHT). Operating a 'no wrong door' approach and based on stepped care principles, the service

supports adults aged 18 years and over to access mental health care and support at no cost. A centralised statewide after-hours service provides additional access to support outside core service hours.

A multidisciplinary team brings together clinical, psychosocial and peer expertise and, through proactive care coordination, outreach and flexible delivery approaches, supports equitable access and provides seamless, holistic care. People are supported to access the right level of care at the right time and move between levels of support as their needs change, without unnecessary interruption supporting recovery, wellbeing, continuity of care and positive outcomes.

The service works in partnership with participants, families and service providers to create coordinated pathways across health and community services.

Connected Care 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 Manager leads Connected Care services across Tasmania and is accountable for their effective operation and performance. The role provides clinical leadership across the service and leads Team Leaders and a geographically dispersed multidisciplinary workforce, ensuring consistent practice standards, participant experience and service delivery outcomes across all Connected Care locations.

The role leads service delivery, workforce performance and capability, financial management, quality and stakeholder relationships, while ensuring services are delivered safely, effectively and in accordance with professional, contractual, organisational and legislative requirements.

The position supports a culture of clinical excellence, reflective practice and continuous learning. It brings clinical judgement to key service decisions, provides expert leadership and oversight in relation to complex clinical presentations and risk management, and leads work within the clinical governance framework to support continuous improvement and consistent practice across the service.

Reporting to the Tasmania Manager, the Service Manager works collaboratively with Team Leaders, consortium partners, service providers and internal support functions to support integrated, high-quality, person-centred and recovery-oriented service delivery across Tasmania. The role builds and maintains effective stakeholder relationships and supports coordinated pathways across health and community services.

While this role supports hybrid working, regular physical presence across Connected Care locations is an inherent requirement of the role to provide accessible leadership and support to employees, maintain stakeholder relationships and oversee service delivery. Travel across Tasmania is a core requirement of the role, with frequency determined by operational needs. Occasional work outside normal business hours and participation in an on-call roster may also be required.

Scope

Region	Tasmania - South, North or Northwest
Service Portfolio	Connected Care
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:

Service Delivery & Performance

- Lead the effective operation of Connected Care services across Tasmania to ensure safe, effective and participant-centred service delivery.
- Be accountable for achieving service outcomes, contractual deliverables and organisational performance expectations.
- Monitor service demand, participant activity and outcomes, and workforce capacity to support effective service delivery.
- Monitor service performance using qualitative and quantitative data and implement improvement strategies where required
- Undertake reporting as outlined by funder and organisational requirements.
- Ensure participant voice informs service planning, delivery and continuous improvement.
- Resolve complex operational and clinical issues across Connected Care, balancing service, workforce, quality, financial, contractual, risk and stakeholder considerations.
- Promote consistent service delivery and practice standards across all Connected Care locations.
- Contribute to strategic planning and service development activities.
- Support implementation of organisational priorities and service innovations.
- Clinical Leadership & Governance Lead the implementation of Connected Care clinical governance arrangements in alignment with the organisational clinical governance framework, ensuring relevant clinical policies and practice standards are embedded in service delivery. Lead the development of program-level clinical procedures and practice guidance in alignment with the organisational clinical governance framework.
- Provide clinical leadership across Connected Care to support safe, effective and high-quality clinical practice. Provide expert consultation, support and guidance regarding complex participant presentations and clinical risk issues.
- Lead clinical review processes, case consultation forums and other clinical governance activities across Connected Care.
- Monitor clinical quality indicators and participant outcomes to identify trends and opportunities for improvement.

- Provide oversight of scope of practice and ensure compliance with relevant professional standards and ethical requirements.
- Lead responses to significant clinical incidents, participant safety concerns and high-risk situations, escalating matters as required.
- Lead the implementation and consistent application of IAR-DST and stepped-care principles across service delivery.

Stakeholder & Community Partnerships

- Develop and manage key operational relationships with Primary Health Tasmania, consortium partners, health and community services, government agencies and other stakeholders relevant to Connected Care.
- Represent Wellways across relevant service systems and operational partnership forums.
- Identify and pursue opportunities to strengthen service integration, partnerships and participant pathways.
- Support effective collaboration with internal teams.
- Identify service development and growth opportunities and contribute operational expertise to business development, commissioning, tender, mobilisation and decommissioning activities.
- Ensure Connected Care is delivered in genuine partnership with participants, families and carers, promoting participant voice, choice and self-determination.
- Embed co-production across service delivery, design and improvement.
- Champion the integration of lived and living experience knowledge across service planning and delivery.

Financial Stewardship

- Be accountable for the financial performance of Connected Care.
- Manage service budgets, forecasting and expenditure within delegated authority, contributing to annual budgeting processes.
- Ensure effective allocation of staffing and resources 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 across Connected Care locations.

Governance, Quality & Risk

- Ensure service delivery complies with organisational, contractual and legislative requirements.
- Lead quality improvement activities and embed a culture of continuous improvement across Connected Care.
- Ensure service delivery reflects recovery-oriented, trauma-informed, strengths-based and evidence-informed approaches and is culturally safe, responsive and inclusive.
- Identify and manage operational risks within delegated authority and escalate significant or emerging risks appropriately.

- Ensure incidents, hazards and complaints are managed in accordance with organisational requirements.
- Monitor incident, complaint and service quality trends and implement improvement actions where required.
- Support audits, reviews and other quality assurance activities relevant to Connected Care.
- Ensure participant feedback and experience inform quality improvement activities.
- Engage in reflective practice through critical reflection, supervision and Communities of Practice, and support the team to do the same, fostering a culture of continuous learning and accountability.
- Support Wellways-wide service innovation and quality initiatives relevant to Connected Care. Be responsible for facilities, fleet and other operational resources across Connected Care locations, escalating matters as required.

Workforce Leadership and Capability

- Lead, manage and develop the statewide clinical workforce.
- Provide direct line management and leadership to Clinical Team Leaders and other designated employees.
- Lead workforce planning, recruitment, onboarding and retention activities for clinical employees.
- Ensure effective clinical supervision arrangements are established and maintained.
- Foster a positive, inclusive and multidisciplinary culture that values diverse professional perspectives.
- Develop workforce capability through coaching, mentoring, professional development and succession planning.
- Support emerging clinical leaders to build leadership skills and confidence.
- Address performance, attendance and conduct matters in accordance with organisational policies and procedures.
- Promote employee wellbeing and psychologically safe workplaces.

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.

People Leadership Responsibilities:

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.
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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);
 - 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 experience providing evidence-based clinical mental health services to people with severe and/or complex mental health needs, including assessment, therapeutic intervention, care coordination and the use of validated outcome measures.

- Sound understanding of the Tasmanian Mental Health Act 2013 and other relevant legislation, and its application to clinical practice.
- Willingness and ability to learn and apply the IAR-DST or equivalent stepped-care assessment tools.
- Demonstrated experience leading frontline teams and coordinating daily operations, including responding to changing service priorities.
- Demonstrated experience managing budgets, contracts and service performance.
- Experience supporting workforce capability through supervision, coaching or mentoring.
- Demonstrated ability to drive continuous improvement and support employees through organisational change.
- Demonstrated commitment to participant-centred, recovery-oriented and trauma-informed practice.
- Demonstrated ability to build effective relationships with participants, families, carers, service providers and other stakeholders.
- Demonstrated ability to establish collaborative partnerships across the service system.
- Demonstrated ability to support the team to work collaboratively across peer, psychosocial and clinical disciplines to deliver integrated, person-led care.
- Demonstrated ability to balance duty of care with dignity of risk.
- Demonstrated high-level judgement, problem-solving and decision-making skills in complex service environments. Highly developed interpersonal, communication, stakeholder engagement and negotiation skills.
- Willingness to travel across Tasmania as required.

Desirable

- Understanding of health services across Tasmanian.
- Experience working in, and/or managing a team in a similar type of health or community service.
- Experience in roster coordination, recruitment and onboarding of employees.
- 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.