

Position Description

Title of the role:	Carer Gateway Service and Experience Designer
Classification:	SCHADS Schedule B, Level 5
Employment Type:	Full time
Program Area/ Department:	Carer Gateway, Family and Carer Services
Location:	QLD or NSW
Reports to:	Carer Gateway Strategic Product Manager
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 with mental health issues, disabilities, youth and older Australians and those requiring community care. Wellways is an equal opportunity employer that offers generous salary packaging and opportunities to undertake professional training and development. Aboriginal and Torres Strait Islander people, and people from culturally and linguistically diverse backgrounds are encouraged to apply.

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 a fair go
- 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

Recovery and Support Services

Wellways provides a range of recovery and support services in mental health (psychosocial services); disability support and Carer services. All 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 recover and to live independently. The model provides an evidence-based approach to create individually tailored, effective recovery 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.



Our Advocacy Services

We have a strong advocacy program, informed by the lived experience of people with mental health issues, 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 for people with mental health issues and their families.

All our recovery services and advocacy programs:

- Support and create opportunities for recovery
- Value cultural diversity
- Value peer participation and leadership (consumer and carer)
- Are underpinned by evidence-based best practice

About Carer Gateway

Carer Gateway is an Australian Government funded program that provides free services and supports for unpaid family carers. The program supports carers to maintain their wellbeing and sustain their caring role, recognising the vital contribution carers make in supporting family members and friends who have a disability, medical condition, mental illness, chronic health condition or who are frail due to age.

Wellways delivers the Carer Gateway program across Queensland, and in New South Wales in the Southwest Sydney and Nepean Blue Mountains regions. Services are available to carers at any stage of their caring journey and are delivered through a range of service delivery settings.

Delivery of Carer Gateway by Wellways is informed by the National Carer Strategy 2024–2034 and is underpinned by principles of inclusion, equity, participation and continuous improvement. The program values the lived and living experience of carers and seeks to embed these perspectives in service delivery and ongoing learning.

Position Summary

The Carer Gateway Service and Experience Designer works across the Wellways-led Carer Gateway program to design, test and improve end-to-end service experiences for carers, using human-centred and service design approaches. The role works collaboratively across the program to support the co-design and ongoing improvement.

Reporting to the Strategic Product Manager, the role brings together insights from carers, frontline teams, service data, partners and other evidence sources to understand needs, identify service challenges and define opportunities for improvement. These insights inform the design and refinement of services and experiences across digital and non-digital channels, supporting a consistent, inclusive and accessible carer experience.

The role translates evidence into clear problem definitions, design opportunities and practical outputs including journey maps, service blueprints, experience flows, service concepts, interaction designs and prototypes. These artefacts support co-design, testing, decision-making and the development of implementable service improvements.

Working closely with Service Delivery, Lived and Living Experience, Access and Inclusion, Training and Development, Technology, Quality, Partnerships and other relevant teams, the role facilitates collaborative design activity and supports teams to explore, test and refine service improvements. The role does not hold direct responsibility for service delivery, but provides design expertise, evidence and practical frameworks that enable teams to make informed service and experience decisions.

The position works within agreed priorities and governance, independently delivering defined service and experience design activities under the general direction and supervision of the Strategic Product Manager. The role contributes to program-wide learning, continuous improvement and the development of service design capability across a complex, multidisciplinary service environment.

Responsibilities

Key Functions	Key Performance Indicators
Service and Experience Insights	• Plan and undertake design research and discovery activities to understand carer needs, behaviours, experiences and service barriers. • Gather, analyse and synthesise qualitative and quantitative insights from carers, frontline teams, service data, partners and existing evidence to build a shared understanding of opportunities for improvement. • Identify patterns, unmet needs, pain points and systemic opportunities across the end-to-end carer journey. • Bring together lived experience, operational evidence and service data to develop evidence-based design insights and opportunity areas. • Contribute to a growing, reusable evidence base that helps teams understand what is working well, where carers experience barriers, and where changes may improve access, clarity and experience.
Service and Experience Design	• Apply human-centred design, service design and systems thinking approaches to understand and improve end-to-end carer journeys and experiences across digital and non-digital channels. • Develop clear and practical design outputs including current- and future-state journey maps, service blueprints, ecosystem maps, service concepts, experience flows, interaction designs and prototypes to support co-design and improvement activity. • Translate research and service insights into clearly articulated problem statements, design opportunities, concepts and recommendations that help teams explore options, test ideas and inform decision-making. • Prototype, test and iteratively refine service concepts, interactions and improvements with carers, frontline teams and relevant stakeholders. • Ensure design work reflects accessibility, inclusion, cultural safety and lived experience considerations, and considers frontstage and backstage interactions and operational feasibility relevant to Carer Gateway.
Codesign, Collaboration and Learning	• Work collaboratively with carers, teams and partners to plan and facilitate co-design, ideation and service design activities that inform future services and service improvements, in collaboration with Community Access and Inclusion roles and established advisory mechanisms. • Prepare and contribute research insights, design materials and artefacts to support workshops, problem definition, ideation, prototyping and shared decision-making.

Key Functions	Key Performance Indicators
	• Work closely with teams including Service Delivery, Lived and Living Experience, Access and Inclusion, Training and Development, Technology, Quality and Partnerships to support coordinated service and experience improvements across the whole service system. • Support the testing, validation, refinement and practical use of service and experience design outputs by working alongside carers and teams across the program. • Help ensure insights and design work are documented, shared and accessible so teams can use them in their work. • Contribute to learning by capturing feedback, testing outcomes and reflections from design and co-design activities to inform iteration and future work. • Provide design insights, artefacts and practical recommendations to support implementation and decision-making by delivery teams, the Access and Inclusion team, and the Carer Advisory Group where appropriate.
Team Contribution and Effectiveness	• Work as an active and constructive member of the team to support the achievement of Carer Gateway program goals. • Work collaboratively with colleagues, contributing to an environment based on cooperation, mutual support and shared accountability. • Support effective knowledge sharing by contributing insights, learnings and design outputs in ways that are accessible and useful to others. • Manage and plan own work, monitoring progress and outcomes in line with agreed priorities and guidance. • Actively participate in team meetings, service planning sessions, supervision, performance development and review, and professional development activities. • Build and maintain positive working relationships and collaborate effectively with colleagues across Wellways to support coordinated program outcomes. • Support and supervise volunteers and students, where required, in line with program needs and organisational expectations.
Essential Requirements, Knowledge, Experience and Skills	• Tertiary qualification in service design, human centred design, community development, human services, public health or a related discipline and/or demonstrated relevant experience and expertise sufficient to perform the requirements of the role. • Demonstrated experience applying service design, human centred design or service redesign approaches within complex service environments. • Experience undertaking design research and discovery, including gathering, interpreting and synthesising qualitative insights from people, services and other evidence sources.

Key Functions	Key Performance Indicators
	• Ability to translate research and service insights into clear problem definitions, design opportunities and practical service improvements and visualise the outcomes clearly. • Experience developing service design artefacts such as journey maps, service blueprints, experience flows, service concepts or prototypes. • Experience supporting or facilitating co design, ideation, testing and refinement activities with diverse stakeholder groups. • Understanding of systems thinking, inclusive design, equity, accessibility and cultural safety considerations. • Ability to work within established governance, quality and reporting frameworks while progressing service design and improvement activity. • Proficiency in digital collaboration, mapping and visualisation tools like MIRO, alongside Microsoft Office or equivalent productivity tools. • Demonstrated experience working collaboratively across diverse teams, disciplines and stakeholder groups. • Strong written communication and documentation skills, with the ability to communicate complex information clearly and accessibly. • Strong organisational and time management skills, with the ability to manage own workload, priorities and agreed deliverables. • Understanding of inclusive, recovery oriented, family sensitive and person-centred practice principles. • Understanding of the National Carer Strategy and its implications for Carer Gateway service delivery. • Legal right to work in Australia. • Current Driver Licence. • Satisfactory National Police Records Check. • Satisfactory Working with Children Check. • Completion of required regulatory training modules.

Refer to **Attachment 1** for a reference to the overall Wellways organisation structure.

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
Number of Reports:	Nil
Travel Percentage:	To be negotiated
On Call:	n/a
Special Requirements:	May be required on occasion to deliver workshops after hours or on weekends to support projects and carer access

Attachment 1

Wellways Organisational Structure

