

Position description

Title of the role:	P&C Coordinator
Classification:	Non-Award Contract based on National Employment Standards
Program Area:	P&C Services
Location:	VIC/NSW/QLD
Reports to:	National Manager P&C Services
Last Revised:	October 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 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 service delivery

Our recovery 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.



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 recovery services and advocacy programs:

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

Position Summary

The P&C Coordinator role is a key member of the P&C Services Team and will work closely with stakeholders across the region and deliver best practice integrated human resources function and service for Wellways.

The focus of the role is to respond to 'tier one' general P&C enquiries for internal stakeholders in addition to general administrative support within the P&C Services team.

This role will develop professional relationships across the business and to act as a trusted first point of contact for employee relations enquiries, for employees and people leaders across the organisation. The areas of responsibility span general P&C enquiries, general administration, compliance maintenance and reporting and other adhoc tasks as directed.

The position reports to the National Manager P&C Services and works collaboratively across the People & Culture team.

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

Responsibilities

Key Functions	Key Performance Indicators
Provision of support to people leaders and employees	- Provide general assistance to all employees on employment related matters including leave management and interpretations of the SCHADS Award and conditions of employment. - Provide initial P&C advice in employee relations and performance management matters, referring to a Business Partner where appropriate - Manage the P&C Inbox by monitoring, triaging and responding to Level 1 enquiries from employees and people leaders, providing timely and accurate information and escalating complex or sensitive matters to the appropriate P&C team member.
Administration	- Provide administrative support to the P&C Services team. - Maintain compliance records, complete file audits, and monthly reporting on compliance status - Perform comprehensive administration of compliance related matters as directed by the Wellways "Authorised Officer" - Support National Manager P&C Services, Workplace Relations Manager and / or Director of People & Culture to collate responses for external parties, including but not limited legal matters - Oversight of all compliance ensuring all Wellways employee renewal processes occur in a timely manner, monitoring via Workday (notifications), . - Addition/removal of compliance on external systems/portals as and when employees join or exit Wellways. - Administer employee service milestone recognition processes, including the preparation and distribution of milestone letters and gift vouchers

Team effectiveness working as part of the immediate team, contribute to the development of team and program goals and action plans.	▪ Contribute to the development and review of P&C Policies and Procedures. Model and demonstrate constructive working relationships and information exchange within the team and across the organisation. ▪ Support the broader P&C Services team as required, including coverage for leave; workload support and other project initiatives to achieve the HR strategy. ▪ Work collaboratively with the P&C Services team and the Quality team to monitor and achieve successful audit outcomes. ▪ Other duties consistent with the position where required and/or requested by the Director of People & Culture and/or National Manager P&C Services.
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Essential Requirements, Knowledge, Experience and Skills

Qualifications & Essential Requirements	▪ Cert IV in Human Resources Management and/or minimum 2-3 years' experience in a similar HR or related role ▪ Satisfactory Police Records Check ▪ Satisfactory Working with Children Check/Blue Card ▪ Right to Work within Australia ▪ 100 points of ID ▪ NDIS Worker Screening Check ▪ NDIS Worker Orientation Module Certificate 'Quality, Safety & You' ▪ LCS2 ▪ Experience working in NFP / NGO sector advantageous
Technical Knowledge and Experience	▪ Strong attention to detail, taking responsibility for the accuracy of own work ▪ Excellent time management skills with ability to multi-task and prioritise work ▪ Demonstrates excellent judgment, recognising matters that need to be escalated ▪ Excellent verbal and written communication skills ▪ Strong skills in developing and maintaining relationships with staff and other key stakeholders ▪ Strong team orientation ▪ Customer service ethos ▪ Intermediate Skills with Word, Excel and Outlook ▪ HRIS System experience (Workday advantageous)

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

People – Number of Directs: 0

Travel Percentage: As required

On Call: n/a

Attachment 1

Wellways Organisational Chart

