Position description

Title of the role:	Operations Manager, Victorian Family and Carer Services
Classification:	Non-Award, Full Time
Schedule:	N/A
Delivery Program Area:	Family and Carer Services
Location:	Victorian Wellways Office
Reports to:	Director Family and Carer Services
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 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 Victorian Family and Carer Services Operations Manager is a senior leadership role within Wellways' Family and Carer Services portfolio, responsible for the operational leadership, performance, quality and sustainability of family and carer services across Victoria, including Mental Health and Wellbeing Connect Centres and Family Respite services. The role provides strategic and operational oversight to ensure services are person-centred, family inclusive, carer-led and aligned with contractual, quality and organisational requirements.

This is a designated lived experience leadership position and requires the incumbent to have personal lived experience as a carer, family member or supporter of a person experiencing mental health challenges and/or disability. The role draws on this lived experience, alongside professional and operational expertise, to inform leadership, decision-making and the delivery and development of family and carer services.

Reporting to the Director Family and Carer Services, the Operations Manager is a key member of the Family and Carer Services leadership team, working collaboratively with portfolio leaders to strengthen a cohesive, connected and capable Family and Carer Services workforce across Wellways. The role provides whole-of-program leadership, translating organisational strategy, policy directions and reform priorities into effective operational practice while ensuring service quality, performance, financial sustainability and compliance across programs.

Providing leadership, coaching and support to service delivery leaders, the Operations Manager drives workforce capability, operational excellence, risk management and continuous improvement. The role works closely with leaders across Wellways to strengthen service integration and coordinated responses for carers, families and supporters. In partnership with the Lived Experience team and operational leaders, the role also advances family inclusive, carer-informed and lived experience-led practice across Wellways services and programs.

The Operations Manager collaborates with carers, community partners, commissioning bodies and key stakeholders to support integrated and responsive service delivery. Working closely with the Director Family and Carer Services and Business Development team, the role contributes to service growth and sustainability by identifying and supporting funding, partnership and innovation opportunities. The role also leads services through change and reform, embedding lived and living experience into operational decision-making and strengthening Wellways' reputation as a trusted provider, partner and advocate within the family and carer support sector.

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

Key Functions	Key Responsibilities
Operational Leadership and Program Oversight	• Provide senior operational leadership across Family and Carer Services programs within Victoria, including Mental Health and Wellbeing Connect Centres, Family Respite services and other funded family and carer support initiatives. • Work as part of a collaborative senior leadership team to provide unified leadership, direction and accountability for the program. • Lead through periods of change and reform, supporting teams to adapt to evolving service models, policy settings and system expectations. • Model and promote a culture of collaboration, accountability and shared ownership for end-to-end service delivery and outcomes. • Provide direct line management and operational oversight to service leaders ensuring clear quality and safety governance, accountability, effective escalation pathways, and alignment between operational management and quality and safety expectations.
Performance, Data and Reporting	• Hold accountability for program-level performance, including activity, quality, workforce and financial outcomes. • Oversee the use of performance, demand and workforce data to inform operational planning, prioritisation and continuous improvement. • Ensure accurate, timely and transparent internal and external reporting, including reporting to governance forums and funding bodies. • Use outcome-focused reporting and insights to demonstrate service impact and inform strategic and operational decision-making.
Leadership and Workforce Capability	• Provide leadership, supervision and support to Service Leaders, building leadership capability and accountability across the program. • Lead workforce planning across regions, ensuring service models, staffing profiles and capability align with demand, reform requirements and community need. • Oversee recruitment, succession planning and retention strategies in collaboration with People & Culture. • Support consistent people management practices, including performance, wellbeing, capability development and escalation of complex workforce matters. • Foster a values-led, inclusive and psychologically safe leadership culture across the program.
Service Integration, Partnership and Family Inclusive Practice	• Partner with the Wellways Lived Experience team and operational leaders to advance family inclusive practice across Wellways services. • Support the integration of family and carer perspectives into service design, operational planning, workforce development and quality improvement activities. • Work collaboratively with regional leaders, service teams and external partners to strengthen the integration of Family and Carer Services within broader service delivery systems, ensuring carers, families and supporters have access to coordinated and responsive support pathways. • Lead the development and strengthening of referral pathways, service interfaces and collaborative responses across Wellways programs and the

	broader service system to improve access, navigation and continuity of care for carers, families and supporters. • Promote shared learning and collaboration across programs, regions and partners, using insights from carers, families and supporters to strengthen service integration, system responsiveness and service outcomes.
Strategy, Reform and Continuous Improvement	• Lead the operational implementation of national and state carer reform priorities. • Translate strategic priorities into operational plans, delivery frameworks and performance measures that support consistent and high-quality service delivery. • Drive a culture of continuous improvement informed by data, feedback, lived and living experience, and emerging sector evidence. • Identify opportunities for service enhancement, innovation and system improvement, including through partnership and cross-sector collaboration.
Financial and Resource Management	• Contribute to the development, monitoring and management of program budgets, ensuring effective and efficient use of resources. • Work collaboratively to align financial oversight, risk management and resource prioritisation across the Victorian family and carer programs. • Monitor financial performance and identify risks or pressures, implementing mitigation strategies in partnership with finance and corporate services.
Advocacy and Representation	• Represent Wellways in relevant state and national forums, contributing operational insights to sector leadership, policy development and system reform. • Work collaboratively with the Partnership team and senior leaders to ensure advocacy reflects a cohesive, whole-of-program perspective and strong partner relationships. • Draw on personal lived experience, alongside the perspectives and diverse experiences of other carers, families and supporters, to champion lived and living experience in informing operational leadership, partnership engagement, advocacy and service improvement.

Essential Requirements, Knowledge, Experience and Skills

Qualifications & Essential Requirements	• Personal lived experience as a carer, family member or supporter of a person experiencing mental health challenges and/or disability, with the ability to purposefully and appropriately draw on this experience in a senior leadership context. • Bachelor's degree in Human Services, Social Work, Business Management or a related discipline, or equivalent senior operational leadership experience in complex human services environments. • Demonstrated experience in senior operational or management roles within community services, disability, health, aged care or related sectors. • Proven capability leading large-scale or multi-site service operations, balancing service quality, performance, workforce and financial requirements. • Demonstrated experience leading and supporting managers or senior leaders, including performance management, coaching and building collaborative leadership cultures. • Strong operational problem-solving skills, with the ability to identify system and workflow constraints and implement practical, sustainable improvements that enhance carer experience and outcomes. • Capacity to operate flexibly in a senior leadership role, including participation in out-of-hours activities as required. • Satisfactory National Police Records Check. • International Police Check, where applicable. • Current Working with Children Check relevant to the jurisdiction of employment (e.g. Victoria). • NDIS Worker Screening Check, where required. • Completion of the NDIS Worker Orientation Module. • Evidence of right to work in Australia. • Current valid Driver Licence and capacity to undertake regular travel as required. • Compliance with all Wellways policies and procedures, including privacy, confidentiality, work health and safety and risk management requirements.

Technical Knowledge and Experience	• Demonstrated experience leading and managing multidisciplinary teams delivering services to carers, families and people with complex needs across community, health, mental health, disability and related service systems. • Strong understanding of the caring role and the impacts of intersecting systems, transitions and service boundaries on carers, families and communities. • Experience operating in government-funded, reform-driven service environments, including navigating policy, contractual, performance and accountability frameworks. • Demonstrated capability in using client management and data systems to monitor performance, analyse trends, ensure data integrity and support evidence-informed decision-making. • Ability to build and maintain effective working relationships with internal and external stakeholders at a senior level, supporting integrated service delivery and system alignment. • Highly developed analytical and reflective practice skills, with the ability to think strategically, respond constructively to feedback and lead continuous improvement in complex environments. • Demonstrated commitment to social inclusion, equity and culturally safe practice. • Proven commitment to evidence-informed and best-practice service delivery.

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 Direct reports:	3+
Travel Percentage:	Monthly travel between sites
On Call:	Escalation of priority 1 issues or category 1 incidents as required
Special Requirements:	n/a

Attachment 1

