Position description

Title of the role:	Director Lived Experience
Classification:	Non-Award Contract
Renumeration:	$250,000 - $270,000 per annum
Program:	Executive Director Team
Location:	Fairfield
Reports too:	CEO
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

Organisational Commitment to Reconciliation

Wellways mission is to work with people who experience mental illness and other disabilities, their families and their communities. We assist and advocate for people to gain greater physical, mental, social and emotional wellbeing and to be fully welcomed as part of their community. We know that Aboriginal and Torres Strait Islander people have not always been well-served by mental health and disability organisations, and that their social and emotional wellbeing has been impacted by generations of trauma, injustice and deprivation. Wellways recognises our responsibility as an organisation in addressing these issues of injustice, inequality and stigma as part of ensuring our services are both welcoming and helpful for people and their families. As part of our commitment to reconciliation we are working to create culturally aware and safe services for First Nations Community Members

Position Summary

The Director, Lived Experience provides whole-of-organisation executive leadership to ensure the knowledge, perspectives, practices and leadership of people with lived experience (consumers and carers) influence Wellways' strategy, governance, service design, innovation, operations, workforce capability, quality, evaluation, business development, organisational performance and culture.

The Director is accountable for implementing, monitoring and reporting on Wellways' Lived Experience Strategy (2027-2031), translating its commitments into organisational priorities, implementation plans, accountability mechanisms, measures and reporting.

The Director leads the Lived Experience Leadership Team and provides strategic oversight of its work to strengthen lived experience leadership, capability and influence across the organisation.

As a member of the Executive Team, the Director contributes to organisational strategy, planning, performance and culture, sponsors organisation-wide change projects, and shares accountability for organisational performance across portfolios

The role works in partnership with participants, families, communities, the CEO, Board and Lived and Living Experience Authority (LLEA) to strengthen lived experience influence in governance, decision-making and organisational accountability.

The role represents Wellways externally and supports the organisation to demonstrate credible, contemporary and accountable lived experience leadership.

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

Responsibilities

Key Functions	Key Responsibilities and Accountabilities
Leadership	• Lead and support the Lived Experience Leadership Team with clear purpose, priorities, accountability and ways of working. • Foster a collaborative, safe and accountable culture that values diversity, reflective practice, learning and mutual support. • Set objectives, oversee performance and development, and manage resources within delegated authority. • Work collaboratively with Executive Team colleagues, recognising shared organisational accountability. • Represent Wellways in relevant sector, government, community, research and lived experience forums.
Strategic and Organisational Influence	• Lead the implementation, monitoring and review of the Wellways Lived Experience Strategy (2027-2031) and the action plan. • Contribute to organisational strategy, planning, policy, culture and performance as an executive leader. • Provide expert advice to the CEO, Board, Lived and Living Experience Authority (LLEA) and Executive Team on lived experience matters. • Identify emerging issues, evidence and sector developments and advise on their implications for Wellways.
Organisational Capability and Culture	• Work with the executive team to lead organisation-wide culture change to embed lived experience perspectives, principles and practices across Wellways. • Strengthen organisational capability to work in partnership and allyship to people with lived experience and from marginalised communities • Partner with corporate services and operations to strengthen lived experience perspectives, principles and practices in their respective areas of responsibility. • Address cultural, structural and practice barriers to lived experience influence and partnership. • Promote innovation, service improvement and organisational learning informed by lived experience
Lived Experience Governance and Authority	• Develop and maintain a lived experience governance framework across Board, organisational, program and project levels. • Build an effective partnership with the LLEA and support its influence on Board and organisational decision-making. • Strengthen governance accountability for lived experience through the LLEA and Board committees. • Ensure regular reporting on lived experience strategy implementation and outcomes to the LLEA, Board and relevant committees. • Lead the development and use of outcome measures to inform organisational learning, improvement and accountability.
Lived experience leadership growth	• Increase the reach and influence of lived experience leadership across corporate services and operations. • Advance the diversity and influence of lived experience leadership, including through leadership pathways for people from First Nations and other marginalised communities. • Develop leadership pathways for the Wellways peer and lived experience workforce

Key Functions	Key Responsibilities and Accountabilities
Peer and Lived Experience Workforce	• Provide strategic oversight of the development, sustainability and influence of Wellways' peer and designated lived experience workforce. • Strengthen the contribution of peer and designated lived experience roles to organisational strategy and service delivery. • Partner with corporate services and operations to grow and diversify the workforce. • Build leaders' capability to recruit, support and work effectively with peer and lived experience roles. • Collaborate to monitor workforce risks, opportunities and outcomes and drive improvement where required.
Participant, Family, Carer and Community Influence	• Provide strategic leadership for approaches that strengthen the influence of participants, families, carers and communities in organisational decision-making. • Establish organisation-wide principles, standards and approaches for co-design and co-production. • Promote inclusive and culturally responsive approaches that recognise diverse experiences and forms of knowledge. • Ensure participation is accessible, safe, supported and connected to decision-making processes. • Strengthen feedback and accountability mechanisms so participant and family experience informs organisational learning and improvement.
Participant, family and carer development	• Provide strategic leadership for participant and family engagement and personal growth across Wellways. • Strengthen organisational approaches that support participants and families to pursue their goals, development and community participation. • Build strategic partnerships, resources and community capacity that expand opportunities for participation, connection and belonging.

Essential Requirements, Knowledge, Experience and Skills

Lived Experience and Qualifications	• Publicly disclosed personal consumer lived experience and demonstrated lived experience expertise commensurate with an executive leadership position. • Relevant tertiary qualification, or an equivalent combination of substantial relevant experience and professional development.
Executive and Strategic Leadership Experience	• Demonstrated capacity to contribute at executive level to organisational strategy, governance, planning, culture and performance. • Substantial experience in innovation and leading change management and organisational capability development from a lived experience perspective. • Demonstrated ability to influence decisions and build shared accountability across operational, corporate and governance functions. • Experience leading teams, setting priorities, managing performance and creating a safe and effective working environment. • Strong knowledge of mental health, disability and community service systems, including relevant reform and policy directions.
Lived Expertise	• Deep knowledge of the history and values of lived experience (consumer and carer) movements • Deep knowledge of lived experience discipline perspectives and practices

	• Sound understanding of power, diversity, cultural safety and the conditions required for safe and genuine partnership. • Understanding of organisational governance, quality improvement, service design, outcome measurement, research and evaluation from lived experience perspective.
Engagement, Influence and Communication	• Highly developed written and verbal communication skills, including the ability to prepare clear executive and Board-level papers. • Advanced negotiation, facilitation and representation skills, including the ability to support diverse groups to reach shared decisions. • Demonstrated ability to establish credible partnerships with participants, families, carers, communities, government, service providers, sector bodies, researchers and other interest holders. • Ability to communicate personal and professional perspectives constructively, use sound judgement and work effectively in confidential environments.
Planning, Delivery and Self-management	• Demonstrated ability to translate strategy into practical priorities, implementation arrangements, measures and reporting. • Ability to identify critical issues, manage competing priorities, recognise barriers and adapt plans while maintaining focus on outcomes. • High level of initiative, independence, attention to detail and accountability. • Advanced capability in Microsoft 365 and confidence using AI and other digital tools to support collaboration, analysis, reporting and communication.
Compliance Requirements	• Right to work in Australia and evidence of identity as required by Wellways. • Satisfactory Police Records Check, Working with Children Check and NDIS Worker Screening Check. • Completion of the NDIS Worker Orientation Module. • Any additional jurisdiction-specific screening required for the services within the role's scope.

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:	11
Travel Percentage:	As required
On Call:	n/a

Attachment 1

