## Position Description

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| **Title of the role:** | Quality Lead - NSW, ACT and Tasmania |
| **Classification:** | SCHADS Level 6 |
| **Schedule:** | Schedule B |
| **Program Area:** | Quality |
| **Location:** | Flexible, based at Wellways location in NSW, ACT or TAS |
| **Reports to:** | National Manager Clinical and Quality 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 Quality Lead NSW, ACT and Tasmania provides specialist quality leadership, advice and support to strengthen safe, high-quality and person-led services. Partnering with service delivery teams and leaders, the role embeds Wellways' quality and safety systems, supports responses to compliments, complaints, feedback and incidents, and helps leaders use learning to improve participant outcomes.

The role also contributes to organisation-wide improvement and reporting. It helps identify emerging risks and recurring issues, brings frontline insights into regional, executive and governance reports, and supports using findings to implement practical improvements. Operational leaders remain accountable for service delivery, decisions, incident sign-off and implementation.

Working across the Quality team, service delivery and corporate functions, the role builds capability through guidance, coaching, practical tools and shared learning. Strong stakeholder engagement and communication skills are essential to build trust, translate requirements into clear action, influence improvement and navigate sensitive matters. The role supports consistency across Wellways while recognising the different service, regulatory and stakeholder contexts of NSW, ACT and Tasmania.

Regular travel across NSW, ACT and Tasmania is required to engage with services, understand how systems operate in practice, and support reviews and improvement activities according to operational need.

## Responsibilities

| Key Functions | Key Responsibilities |
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| **Regional Quality Partnership** | • Provide accessible, responsive quality advice and support to service delivery teams and leaders across NSW, ACT and Tasmania.<br>• Build trusted working relationships and meet monthly with relevant Service Managers and Service Leads to review quality improvement plans, incident themes, strengths, risks and improvement priorities.<br>• Support teams to understand and apply Wellways quality and safety requirements in day-to-day practice, while recognising relevant jurisdictional and program contexts.<br>• Prepare and deliver regional and organisation-wide presentations on quality and safety themes, risks, and improvement priorities as required.<br>• Escalate significant, recurring or unresolved quality and safety concerns through the appropriate management and governance pathways. |
| **Compliments, Complaints and Feedback Management** | • Support and, where required, coordinate the review, investigation, analysis, resolution and follow-up of compliments, complaints and other feedback in line with Wellways values, procedures and applicable requirements, while accountable operational leaders retain responsibility for decisions, approval and implementation.<br>• Liaise respectfully with participants, families, carers, staff, leaders and external stakeholders where required to support comprehensive review and effective resolution.<br>• Monitor complaint activity and status, identify high-risk or delayed matters, and ensure timely escalation to accountable leaders.<br>• Use the Feedback Management System to maintain accurate records, assess information and support sound decisions and recommendations.<br>• Identify themes and systemic issues, recommend practical improvements, and contribute to learning and education about effective complaint handling. |
| **Incident Response and Review** | • Provide advice and support to teams and leaders responding to incidents, including guidance on classification, open disclosure, escalation and reporting, with a focus on high-risk, complex or significant events.<br>• Monitor incident activity and status, advise responsible and accountable leaders on classification, escalation and follow-up, and raise delays, gaps, systemic trends or workflow barriers through the appropriate operational and governance pathways. |

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| | • Lead or participate in critical incident reviews and other structured incident reviews within the region, using fair, evidence-informed and systems-focused approaches.<br>• Analyse incident findings and recurring themes to support actions that improve practice, systems and participant safety.<br>• Contribute to guidance, learning and capability development for effective incident response and review. |
| **Quality Improvement and Projects** | • Lead or contribute to organisation-wide quality improvement projects, including project planning, coordination, stakeholder consultation, working groups, co-design, implementation and evaluation.<br>• Advise on quality improvement methods and coordinate regional improvement activities arising from incidents, complaints, audit findings, reviews, service data or identified quality risks where required.<br>• Engage service teams, people with lived and living experience, leaders and relevant external stakeholders in the design and implementation of improvements.<br>• Monitor whether agreed improvements are implemented and sustained and escalate barriers or unresolved matters as required. |
| **Quality Systems, Data and Reporting** | • Promote and support effective use of Wellways quality and safety systems, including feedback, incident and continuous improvement systems<br>• Provide compliance guidance; monitor relevant assurance evidence; and provide audit guidance, tools, resources and readiness support.<br>• Support organisational accreditation, certification and external review activities, including self-assessment, evidence coordination, site visit preparation and follow-up improvement actions.<br>• Support service delivery teams and leaders to understand and implement new or updated legislative, regulatory, contractual and accreditation requirements, translating changes into practical guidance and supporting updates to relevant systems, processes and practice.<br>• Support the development, monitoring and evaluation of meaningful quality indicators and contribute to regional, executive and governance reporting.<br>• Analyse complaints, incidents, improvement actions and other quality information to identify trends, risks, recurring issues and opportunities for improvement.<br>• Improve local understanding of data quality and support teams to maintain accurate, complete and timely information, including relevant minimum data sets. |

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| | • Prepare clear reports, briefings and recommendations that support decision-making, accountability and organisational learning. |
| **Continuous Improvement and Capability** | Support implementation, monitoring and review of organisational and regional quality work plans and continuous improvement priorities.<br>Provide practical advice, coaching, tools and learning that help teams translate quality expectations into everyday practice.<br>Consult with staff, volunteers, participants, families and carers to identify improvement priorities and strengthen person-led approaches.<br>Promote the use of participant experience, feedback and outcome information to inform service improvement and organisational learning.<br>Share effective practice and learning across programs and jurisdictions, and contribute to a positive culture of quality, curiosity and improvement.<br>Work collaboratively with the Accreditation and Compliance Lead and other quality, clinical, safeguarding and operational roles to coordinate support and avoid duplication. |

## Essential Requirements, Knowledge, Experience and Skills

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| **Qualifications and Experience** | **Essential:**<br>• Tertiary qualification in quality, health, mental health, disability, social science, human services or related discipline, or an equivalent combination of qualifications and relevant experience.<br>• Demonstrated experience in quality improvement, complaints, incidents, structured reviews, compliance assurance, audit readiness or service improvement within mental health, disability, aged care, child and family, alcohol and other drugs, or community services.<br>• Demonstrated experience working across teams and with leaders to build capability through practical advice, coaching, tools and shared learning, and to support sustainable quality improvements and organisation-wide outcomes.<br>• Highly developed stakeholder engagement, written and verbal communication, presentation, facilitation, organisation, analysis and problem-solving skills, including the ability to translate complex quality requirements and findings into clear, practical action for different audiences.<br>• Willingness and ability to travel across NSW, ACT and Tasmania as required.<br><br>**Desirable:** |

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| | • Experience leading structured reviews, investigations or quality improvement projects<br>• Lived or living experience of mental health, disability or caring. |
| **Technical Knowledge and Capability** | • Knowledge of contemporary complaints management, incident response, continuous improvement and quality management approaches.<br>• Understanding of quality and safety issues relevant to mental health, disability, child safety, and community services.<br>• Ability to assess information, identify risk and systemic issues, and develop sound, evidence-informed findings and recommendations.<br>• Ability to plan and coordinate improvement activities, manage competing priorities, and follow actions through to completion.<br>• Highly developed written communication, analysis, attention to detail, and report writing skills.<br>• Confidence using organisational information systems and data tools, including Microsoft 365 and relevant feedback, incident, client management and reporting systems. |
| **Working with Others** | • Build and maintain trusted, respectful and effective relationships with participants, families, carers, service teams, leaders, corporate functions and external stakeholders across multiple jurisdictions.<br>• Communicate complex or sensitive quality and safety matters clearly, constructively and with sound judgement, adapting communication to different audiences and contexts.<br>• Use partnership, facilitation, participation, influencing and negotiation skills to build engagement, strengthen capability, resolve barriers and support accountable action.<br>• Work collaboratively with people with lived and living experience and recognise their expertise in review and improvement activities.<br>• Represent Wellways professionally and provide constructive challenge while maintaining a practical, supportive approach. |
| **Organisation and Self-Management** | • Plan, prioritise and organise work across multiple programs, locations and competing timeframes.<br>• Use systems and processes to track work, actions and progress, and identify barriers early.<br>• Exercise initiative, professional judgement and appropriate independence, seeking advice or escalating where required.<br>• Maintain accurate records and handle sensitive information with discretion and confidentiality. |

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| **Compliance Checks** | This role requires the following to be maintained throughout employment in accordance with Wellways' Workplace Compliance Screening Policy and Procedure:<br>• Right to work in Australia<br>• 100 points of identification<br>• Valid driver's license<br>• Satisfactory National Police Record Check and International Police Check, if applicable<br>• Current Working with Children Check or Working with Vulnerable People registration, as applicable<br>• Current NDIS Worker Screening Check<br>• NDIS Worker Orientation Module Certificate – Quality, Safety and You<br>• Current Queensland Working with Children Check (Blue Card), where applicable<br>• Current Child Safety and Personal History Screening Check (Licensed Care Services), where applicable |

## Additional Information

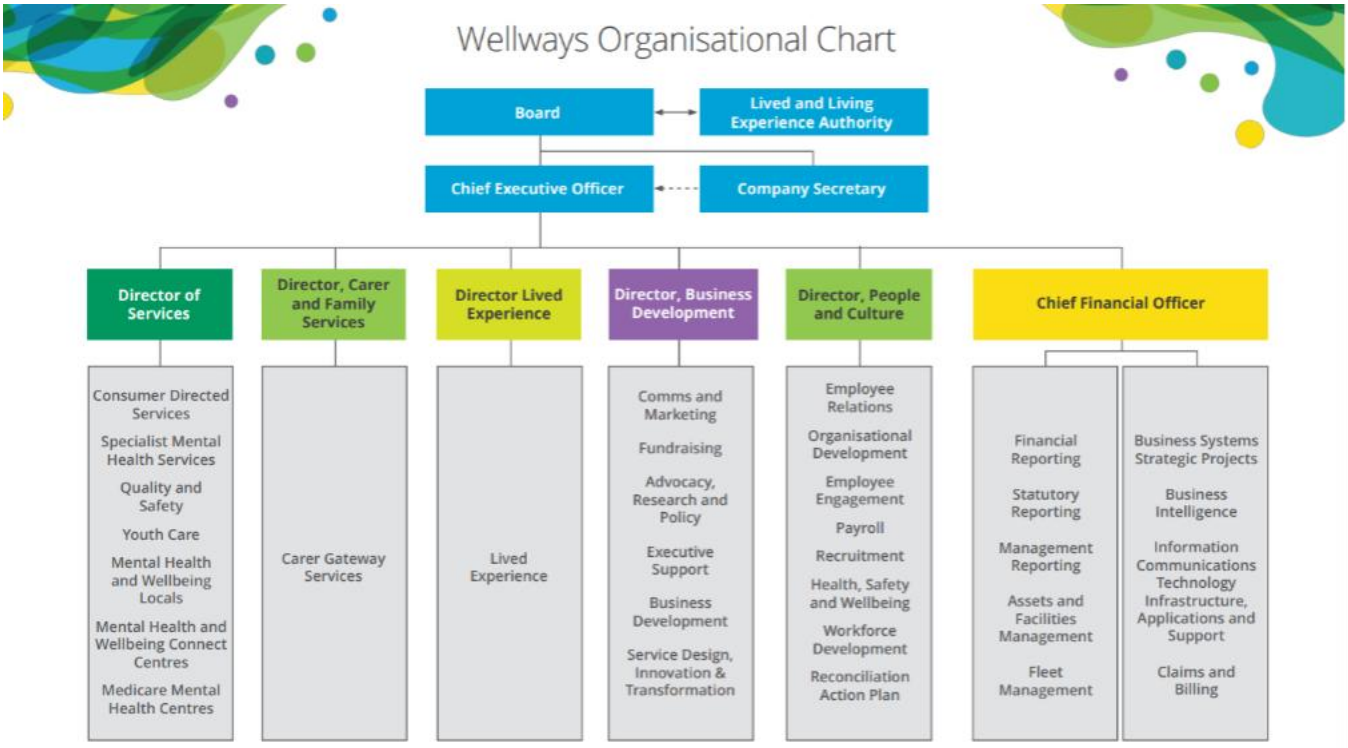
This position description outlines the purpose, scope, and key responsibilities of the role. It may be updated from time to time to reflect organisational changes. Where changes to this position description materially affect the role, Wellways will consult with the employee in accordance with applicable legislation and organisational policies.

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| Financial Delegation: | As per delegation schedule |
| People – Number of Directs: | 0 |
| Travel Percentage: | As required |
| On Call: | Not applicable |

## Attachment 1:

Wellways Organisational Chart – October 2026

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Wellways Organisational Chart
Board
Lived and Living Experience Authority
Chief Executive Officer
Company Secretary
Director of Services
Director, Carer and Family Services
Director Lived Experience
Director, Business Development
Director, People and Culture
Chief Financial Officer
Consumer Directed Services
Specialist Mental Health Services
Quality and Safety
Youth Care
Mental Health and Wellbeing Locals
Mental Health and Wellbeing Connect Centres
Medicare Mental Health Centres
Carer Gateway Services
Lived Experience
Comms and Marketing
Fundraising
Advocacy, Research and Policy
Executive Support
Business Development
Service Design, Innovation & Transformation
Employee Relations
Organisational Development
Employee Engagement
Payroll
Recruitment
Health, Safety and Wellbeing
Workforce Development
Reconciliation Action Plan
Financial Reporting
Statutory Reporting
Management Reporting
Assets and Facilities Management
Fleet Management
Business Systems Strategic Projects
Business Intelligence
Information Communications Technology Infrastructure, Applications and Support
Claims and Billing