Position description

Title of role:	Senior Administrator
Classification:	SCHADS Level 3
Schedule:	B
Location:	VIC/TAS/NSW/QLD/ACT
Program Area:	Consumer Directed Services (CDS)
Reports to:	General Manager CDS
Last Revised:	November 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

Consumer Directed Services (CDS) refers to services which are led by and funded by individual consumers. This includes services such as the National Disability Insurance Scheme (NDIS) & iCare. These services provide support, care and access to services and technology for Australians with disabilities as well as their families and carers.

Wellways currently provides the following Support Categories as a registered provider:

- Assistance with Daily Life
- Transport
- Assistance with Social & Community Participation
- Coordination of Supports
- Improved Living Arrangements
- Increased Social and Community Participation
- Finding and Keeping a Job
- Improved Relationships
- Improved Health and Wellbeing
- Improved Learning
- Improved Life Choices
- Improved Daily Living Skills

As the Senior CDS Administrator, you will work across three key domains,

- Team Leadership of the CDS administration Team
- CDS Administration support
- Executive assistance to the General Manager

Under your leadership the CDS Administration team will undertake administrative duties related to all CDS business across Australia to ensure participants are supported to live a fulfilling and meaningful life in the community.

This position will support CDS employees across Wellways teams and may include work with Wellways CDS external stakeholders, other disability service providers, families and health professionals within the circle of participants.

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

Responsibilities

Key Functions	Key Performance Indicators
Lead CDS Administration Teams Act as team leader for CDS Administration team	Lead a team with employees located across Australia • Recruit and onboard new CDS Administration team members aligned to organisational policies. • Provide support and supervision to CDS Administration team members • Work with General Manager, Program Managers and Service Managers to ensure that consistent administration processes and practices are designed and implemented across CDS Services nationally • Monitor CDS Administration processes and actively seek opportunities to improve process efficacy and effectiveness • Communicate with CDS Support Coordination & Recovery coaching and CDS Direct Support teams about new processes.
Operational and Customer Support Responding to enquiries, assisting people to understand their NDIS plan, signing service agreements and planning support schedules	Provide operational and customer support to CDS service delivery staff and participants including: • Responding to initial enquiries via phone and email about Wellways supports and services • Effectively engaging with customers or their nominee by telephone, electronically or face-to-face • Rostering and reporting support • Manage participant records in NDIS, iCare and other systems including service bookings, requests for service, etc. • Setting up and maintain effective filing, resources and site systems • Support service delivery teams to effectively utilise Wellways systems and tools to manage workload efficiently and effectively • Support the managers to monitor program performance, contracts, targets and budgets and all administrative functions for the region • Assist the managers to ensure that all operational and administrative requirements are completed including regular reporting and records maintenance • Engaging referral sources with information on capacity to deliver services • Signing service agreements & schedules of supports with participants and uploading • Setting up Carelink+ electronic files with correct funding, services and financial packages • Monitoring CDS plan usage • Assisting with office and fleet management as required • Supporting the development, implementation and maintenance of administrative systems and processes • Any other administrative functions as required

Executive Administrative Support to the General Manager Provide day to day administrative support to the General Manager	Provide administrative support to the General Manager including: • Administration and secretarial support on a day to day basis, including email management and managing General Manager priorities • Establishing effective support systems to ensure General Manager workload is well managed • Diary management including scheduling appointments and meetings as required including set up of video-conferencing, room set up, provision of refreshments, follow up appointments. • Efficient and confidential handling and management of telephone and email • Attendance of organisational meetings, preparation of meeting documents and minutes, following up actions • Management of travel and accommodation arrangements • Research a range of information as required.
Team Effectiveness Working as part of the team to provide exceptional service and delivery of service to participants	• Working as part of the team on the basis of an ethos of collaboration, co-operation, respect and mutual support. • Cooperating with all team members in order to ensure continuity of care and the provision of an exceptional service offer. • Actively participating in and lead when required; team meetings, service planning sessions, Performance Development and Review (PDR), individual supervision and staff development activities • Promoting a culture within teams, consistent with Wellways core values. • Monitoring & support employees to perform according to their role and within their scope.
Maintain Quality Maintain a high level of program quality and drive continuous improvement	• Ensuring CDS operations in line with relevant legislative and/ or registration requirements, eg: the NDIS Quality and Safeguards Commission • Ensuring CDS operations in line with relevant Wellways policies and procedures • Reporting all incidents and complaints in line with registration requirements and Wellways policies and procedures and within specified time frames • Maintaining safe work practices and nurture a safe and healthy environment in accordance with occupational health and safety policies and legislation • Actively engaging in processes of reflection, supervision and training • Collecting participant/ family compliments and complaints

Organisational Alignment Working with key stakeholders, supporting the achievements of organisational goals and the application of best practice frameworks	• Using established organisational systems and processes in line with Wellways policies and procedures • Supporting the reputation of Wellways as a preferred provider by contributing to high quality service delivery and by operating in line with Wellways values and Code of Conduct • Fostering effective communication and maintaining positive relationships with internal and external stakeholders • Engaging in ongoing consultation and collaboration with participants, their families and friends • Establishing and maintaining effective relationships with other organisations to ensure effective service delivery

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Essential Requirements, Knowledge, Experience and Skills

Qualifications & Essential Requirements	• Relevant qualifications or commensurate administration experience • NDIS Worker Orientation Module Certificate • Satisfactory Police Records Check • International Police check (if applicable) • Working with Children's Check and NDIS Worker Screening Check • Right to work within Australia • 100 Points ID • Appropriate IT Skills • Available to participate in out of hours activities, as required, to deliver on key role requirements and outcomes
Technical Knowledge and Experience	**Required** • Experience providing administrative support to programs working with people living with all disability and or mental health • Experience/ understanding of NDIS • An ability to deliver culturally competent services appropriate to the needs of people from diverse backgrounds, including people from CALD, LGBTQIA+ and Indigenous backgrounds • Commitment to continuous improvement
Skills	**Communication** • Effective communication skills with people from a variety of backgrounds, including people from CALD and indigenous backgrounds. • Effective written communication • Well-developed verbal and non-verbal communication skills • Ability to resolve communication issues in an appropriate manner

	Interpersonal • Well-developed relationship development skills • Compassionate and treats all people with dignity and respect • Emotionally intelligent **Organising and planning** • Able to prioritise competing demands and operate accordingly • Able to recognise barriers and seek appropriate support to navigate them **Self-Management** • Alignment with, and adherence to, professional ethics and boundaries • Self aware and professional • Motivated, innovative and able to work autonomously **Computer** • Competent in Microsoft Office Suite • Experienced in the use of client management systems

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:	3
Travel Percentage:	As required
On Call:	n/a

Wellways Organisational Chart

