Position description

Title of the role:	Lived Experience Workforce Manager
Classification:	SCHADS Level 7
Schedule:	B
Program Area:	Lived Experience
Location:	TBC
Reports to:	Director Lived Experience
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

The Lived Experience Workforce Manager is responsible for the strategic development and practice leadership of the lived experience workforce across Wellways and leads the workforce and leadership elements of the Wellways Lived Experience Strategy. The role aligns workforce development, models and standards with lived experience values, sector policy and emerging practice, provides peer practice leadership, and drives workforce growth, capability, diversity and sustainability across the organisation.

The Manager leads a small team providing strategic workforce advice, project implementation and practice leadership across the lived experience workforce. The Manager sets priorities, makes decisions and holds overall accountability for the Lived Experience Workforce, while the team provides the specialist expertise and implementation capability to deliver this work. The role also holds operational accountability for the volunteer helpline, including quality, safety and continuity of service.

The term 'lived experience' for this role includes people with mental distress or disability and families or kin of someone with mental distress or disability. The role is deeply informed by lived experience values, knowledge, stories and evidence.

The role supports hybrid working and requires regular travel across Wellways sites and regions to engage with relevant employees and stakeholders.

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

Responsibilities

Key Functions	Key Performance Indicators
Lived experience workforce strategy	• Lead the workforce components of the Wellways Lived Experience Strategy, translating strategic directions into coordinated priorities, plans and initiatives. • Provide strategic leadership for workforce quality, development, sustainable growth, specialisation and diversification. • Set priorities and oversee delivery across the workforce team, with clear accountability for outcomes. • Monitor and report on workforce progress, outcomes and areas for improvement, strengthening connection, shared learning and development across the lived experience workforce.
Peer workforce models, standards and competencies	• Establish and embed organisational models, competencies and practice standards that define peer work as a distinct discipline. • Set standards for peer role design, supervision, reflective practice and role fidelity, in partnership with People & Culture and operational leaders. • Advise and support leaders to create the conditions for effective peer work, addressing role ambiguity, isolation and peer drift.
Peer practice leadership and support	• Provide organisation-wide leadership of peer practice, including reflective practice, discipline-specific supervision and mechanisms that support role fidelity, quality, connection and development. • Hold accountability for the organisation-wide implementation of Intentional Peer Support (IPS) and foundational and advanced peer workforce learning. • Work with The Academy to embed lived experience movement values and a consistent understanding of the lived experience workforce

	within induction and learning. • Monitor workforce learning and practice, using insights to strengthen capability and continuously improve peer practice.
Workforce growth, diversity and career pathways	• Co-lead with People & Culture the development and implementation of lived experience workforce growth and diversification priorities. • Strengthen carer, cultural and diverse peer workforces, including Aboriginal and Torres Strait Islander workforce development consistent with self-determination and appropriate cultural governance. • Align recruitment, retention, job design and workforce development with the needs of the lived experience workforce. • Develop career pathways, leadership development and succession opportunities for lived experience employees.
Volunteer and ListenWell operational accountability	• Hold overall operational accountability for the volunteer peer helpline, including quality, safety and continuity of service. • Ensure volunteer recruitment, training, supervision and support meet relevant standards and obligations. • Maintain practice safeguards, quality governance and escalation processes. • Provide direction and oversight for helpline operations and alignment with IPS and peer practice standards.
Organisational influence, systems and allyship	• Provide strategic lived experience workforce advice on strategy, models of care, tenders and organisational change. • Partner across the organisation to embed lived experience and IPS principles in workforce systems, policies, practice, quality and continuous improvement. • Set organisational expectations and strengthen capability for allyship and effective partnership with lived experience employees. • Ensure lived experience employees have clear mechanisms to inform decisions that affect them, including through a workforce forum and other consultation opportunities.
Interest holder engagement and sector representation	• Build effective relationships and partnerships across Wellways, lived experience networks and external partners to support lived experience workforce priorities and shared outcomes. • Work collaboratively with lived experience leaders and employees to strengthen coordination and collective influence. • Represent Wellways in relevant forums and contribute to sector development, collaboration and emerging peer workforce practice.
People leadership and culture	• Provide lived experience-informed leadership, supervision, coaching and development that supports performance and professional growth. • Foster a team culture of respect, inclusion, wellbeing and psychological safety, aligned with Wellways values. • Promote collaboration, mutual support, innovation and recognition of achievement.

Essential Requirements, Knowledge, Experience and Skills

Qualifications and essential requirements	• Publicly disclosed lived experience of mental distress, or as a family member/supporter of someone who has experienced mental distress. • At least five years' experience in designated lived experience roles. • Demonstrated leadership experience, including people leadership and organisational influence. • Experience leading lived experience workforce practice and development initiatives and managing quality, safety and risk within an operational service. • Current Driver's Licence and ability to undertake regular travel. • Satisfactory Criminal Record Check, Working with Children Check, NDIS Worker Screening Check and NDIS Worker Orientation Module Certificate. • Right to work in Australia.
Lived expertise	• Strong understanding of lived experience movements, values and discipline perspectives. • Experience providing strategic advice on lived experience workforce development, organisational capability and workforce systems. • Experience developing and implementing workforce models, competencies, learning approaches, career pathways and practice supports at an organisational level. • Knowledge of Intentional Peer Support and its application to workforce practice, learning and organisational systems. • Proven ability to influence, negotiate and develop solutions that benefit the lived experience workforce and the organisation.
Leadership, values, and practice	• Commitment to human rights, recovery-oriented and trauma-informed practice. • Commitment to diversity, intersectionality and cultural safety. • Commitment to self-determination for Aboriginal and Torres Strait Islander people. • Ability to work across different perspectives and incorporate diverse viewpoints. • Strong relational leadership, advocacy and stakeholder engagement skills. • Ability to shape organisational direction through lived experience perspectives and identify opportunities for organisation-wide improvement. • Ability to lead initiatives from concept through to implementation and evaluation.
Communication and people leadership	• Demonstrated ability to create an inclusive team culture and to lead, motivate, coach and develop employees. • Strong communication skills, including the ability to convey complex ideas to diverse audiences. • Ability to build trust, influence decision-making and represent the organisation effectively. • Commitment to reflective practice and continuous learning.

Digital capability	• Proficient in Microsoft Office and digital collaboration platforms. • Ability to manage shared information, collaborative documents and project records.

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:	4
Travel Percentage:	As required
On Call:	n/a

Attachment 1

