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Position description

Role Title:	Lived Experience Governance and Systems Coordinator – Locals
Classification:	SCHADS 5 Schedule B
Program Area:	Lived Experience
Location:	Fairfield
Reports to:	Lived Experience Influence and Engagement Manager
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 interaction.
We show care 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 a fair go
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.

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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 assist 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.

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Position Summary

The role works within the Lived Experience Influence and Engagement team to strengthen, coordinate and support continuous improvement of lived experience governance across the Mental Health and Wellbeing Locals in Victoria. This is a designated lived experience role. The positions provide specialist support, guidance and oversight to the Consumer and Carer Councils, Lived Experience Governance Leads, Local partners and Wellways staff, ensuring governance systems are effective, sustainable, and aligned with contemporary lived experience leadership practice. Lived Experience knowledge is essential to ensure governance activities uphold lived experience values, support meaningful participation and shared decision-making and maintain the credibility, trust and relational approaches required to effectively support lived experience leaders and governance participants.

This role provides operational management and professional support to the Lived Experience Governance Leads and Consumer and Carer Council members engaged by Wellways. This includes responsibility for workforce administration, contractor engagement processes, compliance requirements, onboarding and offboarding, workforce systems approval and ensuring organisational obligations relating to employment, remuneration and participation are met.

The position is responsible for supporting governance capability, governance quality and evaluation activities, identifying systemic opportunities and risks and facilitating organisational learning across Locals. Through coordination, advisory support, systems improvement and support for capability building, the role contributes to meaningful lived experience influence in decision-making and helps build thriving governance structures. The role also supports governance planning, meeting coordination, reporting and the communication of insights arising from lived experience governance activities. Through effective stakeholder engagement and coordination, the role helps maintain strong governance processes and supports continuous improvement across Local partnership arrangements.

While the role supports hybrid working and is primarily based in Fairfield, there is a requirement to travel as required and be physically present across Locals sites, given the nature of duties and the need to support stakeholder engagement and effective liaison.

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Responsibilities

Key Functions	Key Responsibilities
Workforce management and Governance Contractor support	• Provide day-to-day operational support to Lived Experience Governance Leads employed by Wellways. • Coordinate workforce management processes for Governance Leads and Consumer and Carer Council members, including recruitment, onboarding, induction, contract administration and offboarding activities. • Undertake delegated people management responsibilities including workforce systems approvals and administration, and compliance monitoring. • Monitor workforce compliance requirements including mandatory screening checks and other necessary organisational requirements. • Ensure contractor engagement arrangements comply with organisational policies, participation frameworks and funding requirements. • Provide advice and support to Lived Experience Governance Leads regarding organisational policies, procedures, systems and obligations. • Identify workforce risks, emerging issues and support requirements and escalate matters appropriately. • Maintain accurate workforce records and ensure governance participation and employment data is managed in accordance with organisational requirements. • Manage recruitment and succession planning activities and continuity of governance leadership arrangements
Governance systems development and coordination	• Lead the coordination, the implementation, and continuous improvement of lived experience governance across the Mental Health and Wellbeing Locals. • Maintain a strong understanding of Lived Experience Governance models and support consistent application of governance principles, processes and approaches across Locals. • Coordinate implementation of governance workplans and support progress monitoring against agreed priorities and outcomes. • Develop, review and maintain governance resources, templates, procedures, guidance material and participation support that strengthen Lived Experience governance. • Support the establishment and implementation of governance processes across Locals while recognising local context and community priorities. • Analyse governance effectiveness and recommend improvements to governance systems, participation approaches and capability development initiatives. • Contributes to the development, review and implementation of governance frameworks, policies and practice guidance relating to lived experience governance. • Provide specialist coordination support to governance activities requiring collaboration across multiple Local partnerships and stakeholders.
Governance Capability Development	• Partner with service teams, Local Partners and governance leaders to support recruitment, induction, onboarding and transition processes for Consumer and Carer Council members, Co-Chairs and Lived Experience Governance leads.

	• Coordinate recruitment processes for governance leadership positions, including Co-Chairs and Lived Experience leads. • Support the development and implementation of governance orientation, induction and learning resources. • Identify governance capability needs and coordinate access to learning, mentoring, coaching and leadership development opportunities. • Develop and maintain resources that strengthen governance confidence, capability and participation. • Support the development of leadership pathways and succession planning approaches for lived experience governance participants across the Locals. • Facilitate opportunities for shared learning and collaboration between governance leaders and structures across the Locals. • Support communities of practice and other mechanisms that promote learning, innovation, and continuous improvement in governance.
Governance quality, evaluation and organisational learning	• Support the development and implementation of systems that support the effectiveness and impact of lived experience governance. • Coordinate the collection and analysis of governance feedback, insights, participation data and emerging themes. • Identify trends, opportunities, innovation, barriers and risks emerging from lived experience governance activities. • Prepare reports, briefing papers, summaries and recommendations that support evidence informed governance improvement and organisational decision-making. • Support evaluation activities that assess governance effectiveness, impact and outcomes • Work with governance leaders and stakeholders to identify opportunities to strengthen lived experience influence and shared decision-making. • Identify systemic barriers affecting governance participation and contribute recommendations that support continuous improvement. • Support the communication and dissemination of governance learning, good practice and innovation across Locals and the organisation
Governance Operations and Participation Support	• Act as key organisational contact for Consumer and Carer Council Co-Chairs, lived experience Governance Leads and Governance Members • Coordinate participation supports enable governance members to undertake their roles effectively • Coordinate meeting preparation and participation activities as required • Ensure governance participants have access to resources and systems required to undertake governance responsibilities • Coordinate compliance and administrative requirements associated with governance participation and maintain accurate governance records. • Support Governance members to navigate organisational systems, processes and requirments. • Ensure operational issues impacting governance participation are

	addressed or escalated appropriately.
Stakeholder engagement and Partnership development	• Develop and maintain effective working relationships with key stakeholders including the Consumer and Carer Councils, Lived Experience Governance Leads, Local Governance Committees, Local partnership organizations, Wellways services and organisational support functions. • Act as a key liaison point between governance structures, Local partners and organisational stakeholders • Facilitate communication, information sharing and collaboration across governance activities and Local partnerships • Work collaboratively with the Strategy and Organisational Design team and other Lived Experience leaders to broker advice, support and resources for Governance activities • Support shared understanding of Lived Experience governance principles, expectations, and practices across stakeholder groups • Represent the Lived Experience Strategy in relevant governance forums and project activities as required.
Organisational strategy and design	• Support the implementation of the organisational Lived Experience Strategy priorities related to governance, participation and leadership • Ensure learning and insights generated through the Local governance activities inform broader organisational planning, design and improvement processes • Contribute lived experience governance expertise to organisational projects, initiatives and continuous improvement activities • Support development of organisational approaches that strengthen lived experience influence, and participation in governance and decision-making • Support communication of governance outcomes, impacts and achievements across the organisation
Team contribution	• Work collaboratively as part of the LLE team • Contribute to a respectful, inclusive, and well-organised team environment • Participate in team meetings, planning and continuous improvement activities • Adhere to organisational policies, confidentiality requirements and lived experience values

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Essential Requirements, Knowledge, Experience and Skills

Qualifications & Essential Requirements	**Essential** • Lived-Living Experience of mental distress and engagement with mental health systems. • Satisfactory Working with Children Check • Right to work within Australia • NDIS Screening Check and completion of NDIS Quality and Safeguards Module 'Quality, Safety and You' • Current valid Driver License and the ability to undertake some travel • Relevant qualifications in Community Services, Mental health, public health, governance, administration or related field, or equivalent experience. **Desirable** • Understanding of Victoria's Mental Health and Wellbeing Local model and its commitment to Lived Experience Leadership • Completion of Consumers Leading in Governance (CLIG) through VMIAC
Knowledge and Experience	**Essential** • Demonstrated experience coordinating or supervising volunteers ,contractors or community leaders in a complex service or governance environment • Experience managing workforce administration processes, compliance requirements and organisational systems. • Experience supporting recruitment, onboarding and offboarding systems and processes alongside other workforce compliance processes. • Demonstrated experience supporting, coordinating or developing lived experience governance, advisory, participation or community leadership structures. • Experience working across complex stakeholder environments involving multiple organisations, partnerships, or governance groups. • Experience contributing to governance frameworks, capability building, or continuous improvement initiatives. • Experience preparing reports, briefing papers, governance documentation, and stakeholder communication. • Experience analysing information, identifying themes and making recommendations to support decision-making • Understanding of lived experience leadership, participation and community governance approaches. • Knowledge of governance principles, privacy, confidentiality and ethical requirements relevant to governance environments.

Lived-Living Experience knowledge and commitment	• Commitment to human rights and social justice, healing, recovery, trauma informed and relationally centered approaches. • Demonstrated ability to use lived experience as expertise. • Strong relational advocacy skills • Commitment to embracing diversity, intersectionality, and cultural safety.
Skills and capabilities	• Highly developed stakeholder engagement and relationship management skills • Strong facilitation and group process skills • Highly developed written and verbal communication skills • Ability to analyse governance process issues, identify opportunities, and contribute to practical solutions. • Strong organisational, administrative, and coordination skills with attention to detail. • Ability to manage multiple priorities and work within a reasonable level of autonomy • Ability to build collaborative relationships and influence without direct authority • Strong commitment to human rights, social justice and lived experience values • Demonstrated commitment to cultural safety, equity, diversity, and intersectionality. • Demonstrated proficiency in Microsoft Office applications and online meeting platforms

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 Direct Reports:	22 Contingent Workers (contractors)
Travel Percentage:	As required
On Call:	n/a
Special Requirements:	n/a