Position description

Role Title:	Lived Experience Workforce Strategic Advisor
Classification:	SCHADS Level 6 (Schedule B)
Program Area:	Lived Experience
Location:	
Reports to:	LE Strategy and Workforce Manager
Revision Date:	

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 underpinned by trauma informed principles
- Value cultural diversity
- Value peer participation and leadership (participant and carer)
- Are underpinned by evidence-based best practice

Position Summary

The Lived Experience Workforce Strategic Advisor is a senior specialist role responsible for advancing the implementation of Wellways' Lived Experience workforce and leadership strategic priorities through the development and implementation of initiatives that strengthen lived experience leadership and peer workforce capability.

Located within the Lived Experience Leadership team, the role provides expert lived experience advice to support organisational change, Lived Experience leadership development, sustainable growth and diversification of the peer workforce. The position focuses on creating the conditions for lived experience leadership and the peer workforce to flourish across Wellways through the development of organisational frameworks, strategic projects, partnerships and capability-building initiatives including oversight of the organisation-wide implementation of Intentional Peer Support (IPS).

Rather than delivering operational workforce functions, the role applies lived experience expertise, systems thinking and strategic analysis to shape organisational approaches that support lived experience leadership pathways, strengthen peer workforce development and embed the priorities of the Lived Experience Strategy across the organisation.

The role also provides leadership and supervision to the IPS Project Coordinator, with responsibility for overseeing project implementation, monitoring progress, managing escalated risks and ensuring alignment with organisational priorities and approved project plans. This is a designated Lived Experience role that requires the ability to draw on personal lived and/or living experience knowledge safely and purposefully to inform organisational decision-making, strengthen lived experience leadership and advance peer workforce development.

Responsibilities

Key Functions	Key Activities
Lived Experience workforce advice and influence	• Provide strategic advice to the organization regarding lived experience workforce matters and strategic priorities. • Act as a subject matter expert on lived experience and peer workforce development and emerging practices. • Identify organizational opportunities, risks, barriers and enablers associated with lived experience leadership and workforce development and provide recommendations for action • Analyse emerging policy, reform, sector intelligence, workforce trends and evidence to inform organisational decision-making. • Prepare options papers, discussion papers, business cases and recommendations to support organisational planning and investment decisions. • Provide expert advice on organisational readiness, systems, culture and structures required to strengthen lived experience leadership and peer workforce outcomes. • Influence strategic priorities and organisational initiatives to ensure alignment with the lived experience values, evidence and Lived Experience strategic objectives. • Contribute specialist expertise to organisational planning, service design, growth opportunities, tenders and transformation initiatives.
People Leadership and Project Oversight.	• Provide leadership and supervision to the Intentional Peer Support Project Coordinator. • Oversee the organisation-wide implementation of IPS, ensuring delivery aligns with approved project plans, organisational priorities and objectives. Oversee project delivery, drive achievement of agreed outcomes, manage risks and budgets, and report progress to leadership. Foster a collaborative and learning-oriented approach across the team. • Identify and share lessons from IPS implementation to inform organisational learning, continuous improvement and future workforce development initiatives. • Ensure IPS implementation aligns with peer practice development and broader lived experience workforce initiatives.

Peer workforce development, growth and diversification	• Lead strategic initiatives and projects aligned to the Lived Experience Strategy that strengthen, diversify, grow and sustain the peer workforce across Wellways • Provide expert advice on peer workforce capability, professional identity, career progression and workforce sustainability. • Develop organisational frameworks, resources and initiatives that strengthen peer workforce attraction, support, retention and advancement. • Identify emerging workforce specialisations, trends and opportunities relevant to peer work and lived experience practice. • Advise leaders on conditions required to enable peer workers to practise to their full scope and potential. • Monitor workforce outcomes and provide recommendations to strengthen workforce sustainability and impact.

Key Functions	Key Activities
Lived Experience Leadership Development	• Provide expert advice on leadership development approaches that build lived experience influence and participation. • Develop frameworks, resources and initiatives that support emerging, established and senior lived experience leaders. • Advise on strategies to strengthen lived experience leadership within governance, organisational development and decision-making structures. • Promote opportunities for diverse lived experience perspectives to contribute to organisational leadership and influence. • Coordinate and lead strategic initiatives that strengthen lived experience leadership across Wellways.
Strategic partnerships and sector leadership	• Build and maintain strategic relationships with lived experience organisations, peak bodies, research organisations and sector partners. • Represent Wellways in strategic forums, advisory groups, consultations and sector initiatives. • Contribute to policy submissions, sector consultations and collaborative projects that advance lived experience leadership and workforce development. • Lead consultation and co-design processes to inform organisational priorities and strategic initiatives. • Promote Wellways' contribution to lived experience leadership and workforce development across the mental health and wellbeing sector.

Essential Requirements, Knowledge, Experience and Skills

Qualifications & Essential Requirements	• Personal lived and/or living experience of mental distress, service use, recovery and/or healing, with the ability to draw on this experience safely and purposefully in a professional context. Relevant Tertiary Qualification at Bachelor level or relevant training and expertise in lived experience workforce development • At least 5 years' work experience in lived experience workforce development • Satisfactory Police Records Check • Satisfactory Working with Children Check (as required) • Right to Work within Australia • NDIS Worker Orientation Module
Expertise and Experience	**Lived Experience Leadership and Workforce development** • Demonstrated ability to provide strategic lived experience advice that informs organisational workforce development priorities, decision-making and investment. • Advanced understanding of lived and living experience leadership, peer workforce development, workforce sustainability, and the values and history of consumer, peer and carer movements. • Ability to apply lived experience leadership and systems thinking to identify opportunities, risks and solutions that strengthen lived experience practice, leadership and workforce capability. • Strong judgement, insight and capacity to navigate complexity, balancing lived experience perspectives with organisational, sector and community priorities. • Demonstrated ability to build influence, strengthen lived experience leadership pathways, and embed meaningful lived experience participation across workforce development initiatives. **Strategy Implementation and Improvement** • Experience leading strategic initiatives and translating organisational priorities into practical actions and outcomes. • Ability to develop frameworks, resources, and initiatives that support organisational change and continuous improvement. • Demonstrated experience in project oversight, managing risks and driving progress towards agreed outcomes. Demonstrated ability to provide leadership, supervision and guidance to employees, including setting priorities, monitoring performance and supporting professional development. **Analysis and Evaluation** • Highly developed analytical and problem-solving skills. • Ability to synthesise complex information, data and evidence into clear recommendations. • Experience using evaluation, consultation and sector intelligence to inform decision-making and improvement. **Stakeholder Engagement and Influence** • Strong consultation, facilitation and relationship-building skills. • Ability to influence and achieve outcomes through collaboration, credibility, and expertise. • Experience building and maintaining effective partnerships across

	organisational and sector settings. **Communication and Representation** • Excellent written and verbal communication skills. • Ability to prepare high-quality reports, briefings, business cases, and strategic recommendations. • Experience representing an organisation in external forums, consultations and stakeholder networks. • Well established skills in using Microsoft Office Suite and other collaborative communication platforms. **Professional Practice** • Commitment to reflective and reflexive practice, ongoing learning, and professional development. • Demonstrated commitment to human rights, social justice, recovery-oriented practice, diversity, inclusion and cultural safety. • Ability to model lived experience leadership and professional integrity in all aspects of work.

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: One

Wellways Organisational Chart