



| NSW Department of Education

# Health and Welfare Services Manager

Health and welfare services managers plan, direct and coordinate all aspects of health and welfare programs and services, without needing to be medically trained.

## What health service managers do

Health and welfare services managers coordinate and administer health and welfare programs and clinical services. They oversee diverse clinical teams, including therapists, nurses, mental health counsellors, and health educators.

On a day-to-day basis, health and welfare managers direct administrative operations such as budget planning, report preparation, monitoring and controlling expenditure, admissions and selecting, developing and managing their staff.

Health and welfare services managers also formulate policies and plans for the operation of childcare, health, welfare, and educational establishments.

They analyse data about their local community and identify gaps where social services are needed. When developing and implementing a new program, managers will draft grant proposals, plan marketing, organise fundraising campaigns, attract stakeholders, and recruit qualified staff.

It's their duty to advocate for community health by building accessible services.

## Will I get a job?

Strong growth in this occupation is predicted, with 5,900 new jobs in Australia in the next four years, bringing the total to 26,800.

## What will I earn?

Above \$1650 median full-time weekly salary (before tax, excluding super).

### You'll like this job if...

You're a leader. You can communicate with a wide range of people. You have good planning and organisational skills. You're committed to social justice. You're able to deal with conflict while remaining calm. You focus on possibilities and the big picture. You think critically and strategically to solve problems.

### A day in the life...

Work as a health or welfare services manager may involve these tasks:

- provide direction and management for the service, facility, organisation or centre
- develop, implement and monitor procedures, policies and standards for medical, nursing, allied health and administrative staff
- coordinate and administer programs and clinical services
- monitor and evaluate resources devoted to health, welfare, recreation, housing, employment and training
- control administrative operations such as budget planning, report preparation, expenditure on supplies, equipment and services
- liaise with parents, community and educational institutions, other health and welfare providers, boards and funding bodies
- advise government bodies about measures to improve services
- represent your organisation at conventions, seminars, public hearings, and forums.

### VET qualifications

The following government-subsidised qualifications are available in NSW:

#### Certificate IV in Health Administration (HLT47315)

- Up to 2 years full-time
- Available as a traineeship
- Graduates employed or in further study: 91%\*

#### Certificate IV in Medical Practice Assisting (HLT47715)

- Up to 2 years full-time
- Available as a traineeship
- Graduates employed or in further study: 91%\*

#### Diploma of Aboriginal and Torres Strait Islander Primary Health Care (HLT50113)

- Up to 2 years full-time
- Graduates employed or in further study: 91.5%\*



To find out more regarding these related jobs, visit [education.nsw.gov.au/job-guides](https://education.nsw.gov.au/job-guides).

#### Information sources

Income: Australian Government Department of Employment, Australian Jobs Report 2017, Occupation Matrix. ANZSCO ID: 2211. Earnings can vary greatly depending on the skills and experience of the worker, and the demands of the role. Career trend: Australian Government Department of Employment 2017 employment projections to May 2022. Graduate outcomes: National Centre for Vocational Education Research. \*Approximately 6 months after they completed VET.

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### Roles to look for

- Medical administrator or manager
- Health clinic director
- Primary health organisation manager
- Welfare centre manager
- Welfare project manager

### Main employing industries

- Healthcare and social assistance
- Education

### Other jobs you may like...

- Nurse manager