



POSITION DESCRIPTION – Pathways to Good Health Coordinator

Part 1 – Expectations for Your Role

Position	Pathways to Good Health Coordinator
Service / Program	Primary Care / Pathways to Good Health
Industrial Instrument	Nurses - Nurses and Midwives (Victorian Public Health Sector)(Single Interest Employers) Enterprise Agreement 2024-2028
Instrument Classification	CN4
Reports to	Team Leader – Community Health Counselling
Effective Date	July 2025

Scope of Role

The Co-ordinator plays a key role in the delivery of the Pathways to Good Health (PTGH) program, which delivers health navigation services for children aged 0–18 in Out of Home Care (OoHC). The program aims to promote health-seeking behaviours by connecting children to appropriate healthcare supports as early as possible.

As part of the health navigation team, the Co-ordinator may work alongside a multidisciplinary group that may include a paediatrician and allied health professionals when referring to these services if needed. In addition to supporting the clinical interface, the Co-ordinator is responsible for fostering collaboration across the PTGH program, developing and maintaining partnerships with internal programs and external services—such as child protection—and ensuring effective feedback and communication pathways. The role also includes supporting the PTGH nurse and contributing to service reporting, program performance monitoring, and continuous improvement initiatives.

Key Deliverables

Clinical Responsibilities:

- Deliver services aligned with the National Clinical Assessment Framework for children in OoHC.
- Conduct health and wellbeing assessments and triage new entrants to identify health pathways.
- Provide individual and group support in areas such as general health, sexual health, AOD use, mental health, and nutrition.
- Offer secondary consultation to child protection and residential staff.
- Maintain accurate client records and recall systems.
- Build trusting relationships with vulnerable youth, using trauma-informed and culturally appropriate practices.
- Advocate for children’s healthcare needs and ensure their participation in decisions about their care.
- Conduct risk assessments and ensure safety practices during outreach.

Leadership Responsibilities:

- Coordinate and provide operational support to the PTGH program.
- Ensure clinical care is provided in accordance with evidence-based best practice, organisational policy, legislation and standards.



- Ensure the team is clear about its roles and responsibilities; is supported with resources, standards, systems, knowledge and skills development; and is held to account for the quality and safety of the clinical care it provides, supervises or directs.
- Coordinate and report on internal audit processes, performance indicators and quality activities within service areas.
- Encourage reporting of incidents and clinical safety issues using risk and incident management systems and respond positively to incidents to support continuous improvement.
- Provide data about clinical quality and safety performance to the team, organisation and the consortia.
- Monitor and manage areas of clinical risk, escalating as needed to support consumer outcomes and wellbeing, including visits to residential units.

Skills

Clinical Skills:

- Conduct risk management and de-escalation.
- Provide coordinated and culturally responsive care.
- Engage clients proactively, supporting their health literacy and goals.
- Maintain confidentiality and follow trauma-informed practice principles.

Leadership Skills:

- Provide quality customer service to internal and external stakeholders.
- Strong written and verbal communication, including documentation aligned with policy and legislation.
- High-level IT proficiency, including data entry, document management, and database navigation.
- Demonstrate initiative in service improvement and team support.

Experience and Knowledge

Clinical Experience:

- Experience in trauma-informed practice and supporting young people from disadvantaged backgrounds.
- Experience coaching children and youth to achieve better health outcomes.
- Understanding of the challenges facing vulnerable children and families, especially in OoHC.
- Solid understanding of mandatory reporting, child safe standards, and the child information sharing scheme.

Leadership Experience:

- Proven ability to coordinate across multiple stakeholders to improve outcomes for children and youth (network coordination).
- Experience liaising with internal and external stakeholders to ensure child safety and wellbeing.
- Understanding of the social model of health and systems coordination in multidisciplinary settings.

Qualification/Registrations/Licences

- Division 1 Registered Nurse qualification.
- Current AHPRA registration.
- Current Victorian driver's licence.

Physical Requirements

- Office Environment: Ability to sit for extended periods and use office equipment.
- Data Entry: Capability to type and handle administrative tasks.
- Office Mobility: Ability to move around the office and attend meetings.
- Light Lifting: Ability to lift and carry up to 5 kg (e.g., laptops or office supplies).



- Visual & Auditory: Ability to read documents and communicate effectively in person and via phone/video.
- Travel: Ability to undertake outreach travel across Gippsland (South/West) and capacity to work from multiple sites including Each locations, client homes and community settings.



POSITION DESCRIPTION - Employee

Part 2 – Expectations for Our Team

At Each, we are committed to improving lives and strengthening communities through a range of health, disability, housing, counselling, and mental health services. With a dedicated team of over 1,500 employees and 250 volunteers, we aim to create a positive impact, empowering individuals to live healthier, happier lives.

Our vision is for everyone to live well, and we strive for a healthier, more equitable future through innovation, advocacy, and community engagement.

We care. We listen. We learn. We deliver. Altogether better care.

Expectation of Employees

Employees are expected to work collaboratively with team members and other Directorates, contributing to both individual and community outcomes. They must model Each’s values, ensuring an inclusive, safe, and engaging culture.

Employee Responsibilities

- Ensure quality, safety, and risk management to protect staff, customers, and the community.
- Collaborate with team members and stakeholders to achieve positive outcomes.
- Create a safe, respectful environment that fosters growth, learning, and wellbeing.
- Track progress and outcomes to meet Each’s goals and performance targets.
- Work within professional boundaries and program guidelines.
- Demonstrate leadership behaviours and serve as an ambassador of Each.

Quality

Employees must engage in continuous improvement, comply with legislation and accreditation standards, and maintain the necessary skills and knowledge for their role.

Safety & Wellbeing

All Each employees are responsible for their own health and safety, as well as that of others, in line with OH&S legislation and Each’s policies.

Child Safe Commitment

Each is dedicated to creating a child-safe environment, with zero tolerance for child abuse. Everyone is responsible for protecting and reporting any suspected child abuse, ensuring the safety and well-being of children involved with Each.

Inclusion and Diversity Commitment

Each is dedicated to an inclusive and diverse workplace where everyone is valued and respected. All staff are expected to promote inclusivity, embrace diversity, and foster a collaborative environment, ensuring a safe and supportive workplace for all.

Key Selection Criteria

Skills & Behaviours

- Adhere to Each’s Behavioural and Performance Standards.
- Strong communication and interpersonal skills for building relationships.
- Collaborative team player with a positive attitude.

Desirable Experience, Knowledge, and Qualifications

- Relevant tertiary qualifications.



- Proven collaborative teamwork skills.
- Understanding of the Not-For-Profit and Health sectors.

Mandatory Competencies/Licences

- Criminal History Check and Employee Working with Children Check (as required).
- National Worker Screening Check (if required for the role).
- Entitlement to work in Australia

Expected Behaviours for all Each Staff

- Act in accordance with Each's Code of Conduct, policies, and service principles.
- Respond to family violence risk in line with the MARAM Framework.
- Promote a safety-first culture and adhere to health and safety policies.
- Ensure Each Great Care is put through its PACES (Person-Centered, Accessible, Connected, Effective and Safe).
- Support a zero-tolerance stance on abuse, neglect, and discrimination.
- Foster an inclusive, collaborative work environment, prioritizing customer needs.
- Contribute to teamwork, innovation, and continuous improvement.
- Engage in continuous learning and complete all mandatory training on time.