

**POSITION DESCRIPTION – Senior Clinical Coordinator****Part 1 – Expectations for Your Role**

<b>Position</b>	Senior Clinical Coordinator
<b>Service / Program</b>	Bounceback – Knox
<b>Industrial Instrument</b>	Dependent on candidate
<b>Instrument Classification</b>	Dependent on candidate
<b>Reports to</b>	Clinical Operational Manager
<b>Effective Date</b>	October 2025

## Key Deliverables

- Coordinate enquiries and referrals, and complete intake assessments including service navigation for ineligible referrals and capacity building with community referrers.
- Manage a multi-disciplinary team, including provision of clinical supervision and managing day to day operational requirements such as allocations and workload planning with the team.
- Deliver brief/short term, evidence-based, interventions to young people and their support network as needed.
- Support the team to undertake case formulation, risk assessment, case coordination and treatment to young people who present with complex and chronic mental health issues.
- Facilitate team meetings, clinical review meetings, professional development, and program planning as required.
- Arrange and attend meetings with internal and external stakeholders as required.
- Collect data and provide regular reports based on the service requirements.
- Complete all organisational accountability and reporting requirements in an accurate and timely manner.

## Skills

- **Interpersonal Skills:** Strong communication skills (verbal and written), non-judgemental and client focused, proven ability to build effective relationships and communicate with a diverse range of people both internal and external.
- **Leadership:** Ability to recognise and provide support needs to staff, identify trends/concerns and engage in effective, open communication with the team to address/celebrate; and demonstrate clear leadership experience that aligns with the Each values and inclusive, supportive Bounceback culture.
- **Engagement:** Effective in engaging young people, their identified support network and stakeholders to achieve goals.
- **Problem-Solving:** Seeks diverse information and adaptive approach to problem-solving.
- **Self-Improvement:** Open to feedback and self-care for personal growth, self-aware and reflective.
- **Compassion:** Promotes hope, optimism, and compassion.
- **Teamwork:** Collaborative, inclusive and flexible team player.
- **Autonomy:** Works well individually, proactive and self-motivated in learning and help-seeking.
- **Cultural Competence:** Values and engages authentically with diverse backgrounds and seek support from appropriate team members as needed.



- **Lived Experience:** Values lived experience and works collaboratively with LLE colleagues.
- **Technical Skills:** Sound clinical expertise and assessment skills, and a confident decision maker.
- **Accountability:** Deliver services within the relevant legislative and regulatory framework and in accordance with sound business/service management practice.
- **Organisational Skills:** Strong administrative, time management and organisational abilities; including ability to pivot between varying tasks including leadership meetings, staff supervisions and client work daily.

## Experience and Knowledge

- Demonstrated experience leadership, including providing clinical supervision.
- Experience in intake and assessment of enquiries/referrals.
- Demonstrated experience in working clinically with young people, and their identified support network, in the context of severe mental health issues, including case management and delivering evidence-based therapeutic interventions.
- Experience in program evaluation/coordination.

## Qualification/Registrations/Licences

- A qualified and registered Occupational Therapist, Psychologist, Mental Health Nurse, Social Worker, or related discipline.
- Eligibility for membership in qualified field.
- Current state-based driver's license.

## 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 travel locally



## POSITION DESCRIPTION - Leader (Direct Reports)

### 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.

#### Leader Expectations

This leadership role is key to the team, working with the Directorate, Executive Team, and stakeholders to achieve Each's vision and strategic objectives. The position focuses on collaboration across Directorates to address future business needs and ensure their area supports broader operations. Leaders are responsible for meeting KPIs, financial sustainability, and effective operations aligned with Each's values. Leaders are expected to demonstrate strong leadership, model Each's values, and foster an inclusive, safe, and engaging culture.

#### Leader Responsibilities

An Each Leader is responsible for:

- Delivering the strategic Plan and supporting financial sustainability.
- Building high-performing, adaptable teams that model Each's values.
- Promoting continuous improvement, learning, and staff wellbeing.
- Ensuring a safe, inclusive workplace and effective operations.
- Managing risks and fostering innovation, collaboration, and strategic thinking.
- Aligning systems and processes with Each's goals and ensuring compliance with policies and regulations.
- Demonstrating leadership standards and acting 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. These considerations extend to all of our customers inclusive of priority populations.

## Key Selection Criteria

### Skills & Behaviours

- Strong leadership aligned with Each's values and behavioural standards.
- Proven ability to attract, develop, and retain a diverse, high-performing workforce.
- Commitment to fostering a safe, inclusive culture prioritizing wellbeing.
- Success in building teams, driving collaboration, and achieving strategic goals.
- Confident in engaging and briefing stakeholders.

### Desirable Experience, Knowledge, and Qualifications

- Leadership experience in a relevant field.
- Tertiary qualifications in a relevant discipline.
- Collaborative experience within a leadership team.
- Understanding of the Not-For-Profit sector and Health services.

### 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.