

**POSITION DESCRIPTION - Coordinator - Stepped Care****Part 1 – Expectations for Your Role**

Position	Coordinator - Stepped Care
Service / Program	Mental Health Alcohol and Other Drugs
Industrial Instrument	SACS - EACH Social and Community Service Employees Enterprise Agreement 2017
Instrument Classification	Level 5 or classification as per relevant discipline
Reports to	Operations Manager
Effective Date	September 2026

Key Deliverables

- **Client Support and Engagement:** Provide support to clients at the initial connection to hub services, ensuring a positive and supportive entry experience.
- **Collaborative Care Implementation:** Oversee the adoption and implementation of collaborative care processes, including progressive care planning, care transitions, and care team reviews.
- **Transition Support:** Offer overlapping support to clients transitioning to or from programs, ensuring continuity and stability in their care.
- **Aftercare Interventions:** Co-implement brief intervention aftercare models for targeted clients, promoting sustained recovery and support.
- **Relationship Management:** Maintain and mobilise key relationships, service pathways, and agreements with partners of the local hub.
- **Monitoring and Response Coordination:** Monitor outcomes and demand associated with the model of care, coordinating impactful collaborative responses to local needs in partnership with other stakeholders.
- **Community Building:** Work with the local lived experience workforce to build community based responses at the hub.
- **Reporting and Record Keeping:** Prepare accurate and timely reports for the Operations Manager and maintain precise record-keeping practices

Skills

- **Collaboration and Professionalism:** Ability to work collaboratively and professionally with a diverse range of services and professionals.
- **Organisational and Leadership Skills:** Strong organisational skills and the capability to effectively lead and represent the hub's model of care.
- **Interpersonal Skills:** Highly developed interpersonal skills with the ability to build effective relationships and communicate with a diverse range of people, both internal and external.
- **Analytical Skills:** Strong analytical skills to negotiate challenging situations related to disrupted care.
- **Computer Skills:** Strong computer skills, including proficiency with Microsoft Office and relevant software.
- **Care-Team Leadership:** Ability to develop and lead high-quality care-team responses for service users.
- **Mental Health Knowledge:** Sound knowledge of mental health care processes and the ability to implement brief intervention approaches.



Experience and Knowledge

- **Experience in Mental Health and AoD Settings:** Experience working in multiple mental health and/or AoD settings with knowledge of related systems, processes, legislation, and interventions.
- **Independent Work Experience:** Experience working independently.
- **Care-Team and Recovery Approaches:** Experience in care-team and community approaches to recovery.
- **Knowledge of Mental Health Sector:** Knowledge of the mental health sector and community needs.
- **Person-Centred Care:** Commitment to delivering person-centred care that respects and values individuals' identities, backgrounds, and life experiences.
- **Cultural Safety and Trauma-Informed Care:** Understanding and commitment to cultural safety and trauma-informed care.

Qualification/Registrations/Licences (*Mandatory only*)

- Bachelor qualifications in psychology, social work, or mental health nursing.
- Current state-based driver's licence.

Physical Requirements

- **Travel:** Ability to drive if needed.
- **Mobility:** Capability to walk, stand, and move around the office and community settings where needed.
- **Lifting:** Occasional light lifting (e.g., carrying equipment or materials).
- **Sitting:** Ability to sit for extended periods for office-based tasks and documentation.

Why we include physical requirements in our Position Descriptions

We list the physical requirements of a role to ensure transparency and to support equitable access to employment. This information helps candidates understand the nature of the role and identify any workplace adjustments or supports they may need to thrive in it. Our aim is to create an inclusive environment where everyone can perform their role safely and effectively, with the right accommodations in place.

If you have specific access needs or would benefit from adjustments to the recruitment process or the role itself, we warmly encourage you to let us know. We're committed to working with you to find solutions that support your success.



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

An Each employee is responsible for:

- 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.

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