



POSITION DESCRIPTION – Clinical Care Coordinator	
Part 1 – Expectations for Your Role	
Position	Clinical Care Coordinator
Service / Program	Toowoomba Integrated Mental Health Service
Industrial Instrument	Dependent on candidate
Instrument Classification	Dependant on candidate qualifications
Reports to	Clinical Lead
Primary Site	Toowoomba, Queensland
Effective Date	September 2025

Integrated Mental Health Consortia

The Toowoomba Integrated Mental Health Hub is an innovative new way of providing integrated stepped care in Queensland’s mental health and wellbeing system. Wellways, alongside five consortia partners, Each, Lumsden Psychology, Queensland Program of Assistance to Survivors of Torture and Trauma (QPASTT) and Goondir, will offer an easy way for people to access seamless care and support for mental health concerns. Services are free, voluntary and easy to access. The Hub will operate on the principles of ‘no wrong door’, community inclusion and consumer choice and control.

This diverse coalition enhances service delivery through comprehensive, community-focused care. The partnership brings expertise from deep local regional connection, strong clinical background, lived experience expertise, First Nations and multicultural cultural awareness and will deliver comprehensive, integrated and person-centred care across the Toowoomba Region. The partnership will address service gaps for the ‘missing middle’ by enhancing accessibility and integrating primary mental health care, psychosocial support and early intervention, as well as connection to external services to address social determinants of wellbeing.

The Role

The Clinical Care Coordination service aims to enhance and coordinate community access to evidence based psychological interventions for people with, or at risk of, mental illness. The service emphasises the assessment and treatment of physical health issues alongside mental health care, promoting overall well-being and addressing lifestyle factors that impact mental health.

Clinical Care Coordinators conduct bio-psychosocial assessment with participants and create holistic wrap-around care through individual programs for each participant, coordinating service providers and community, emergency department/inpatient teams to General Practitioners and community mental health teams. Clients have choice and control to develop their care plan with families and carers. Care Coordinators will support, guide, advise and remain connected with participants throughout their service coordination journey.



## Key Deliverables

- Coordinate community access to evidence based psychological intervention for people with, or at risk of, mental illness.
- Conduct bio-psychosocial assessment with participants and create holistic wrap-around care through individual programs for each participant, coordinating service providers and community, emergency department/inpatient teams to GPs and community mental health teams.
- Provide interventions including psychoeducation and evidenced- based psychological therapies such as Cognitive Behavioural Therapy (CBT), Dialectical behaviour therapy (DBT), Acceptance and Commitment Therapy (ACT) and Motivational Interviewing (MI).
- Identify and manage co-morbidities including physical health and alcohol and drug impacts.
- Ensure participants have choice and control to develop their care plan with families and carers.
- Support, guide, advise and remain connected with participants throughout their service coordination journey.
- Promote a positive team culture with consortia members and actively contribute to the hub team, program and network meetings.  
Build and maintain partnerships with internal and external stakeholders to support referrals and integrated service delivery.
- Guide the integration of clinical systems, processes, team engagement, compliance (e.g. MARAM, child safety), and performance monitoring. Ensure legislative and quality standards are met.
- Monitor service data and performance to meet targets. Respond to clinical incidents by addressing safety concerns and ensuring appropriate clinical management. Support audits, accreditation, contribute to reports and KPI tracking.

## Skills

- Advanced interpersonal and negotiation skills.
- Exceptional oral and written communication abilities.
- Effective in engaging clients, carers, families and stakeholders to achieve client and program goals.
- Able to seek diverse information and adapt approaches to problem-solving.
- Ability to work independently and as part of a multidisciplinary team.
- Non-judgmental, client-focused approach.
- Ability to work with high levels of professionalism and model the agreed values of the Hub consortia values.
- Strong administrative, time management and organisational abilities.
- Proficiency in computer applications (Windows, Word, Email, database applications).
- Competency in working with young people and families from diverse cultural or community backgrounds, including First Nations Australians, people from LGBTIQ+ communities, and from remote and migrant communities.

## Experience and Knowledge

- Comprehensive knowledge of mental health services, the not-for-profit and health and wellbeing sector, with awareness of industry-specific needs and compliance requirements.
- Significant experience in the provision of mental health care, including the completion of mental health assessments, individual therapy such as CBT, DBT, ACT, and mindfulness, crisis intervention, and interventions to people experiencing mental health difficulties and/or substance use problems.
- In-depth understanding of the social determinants of health and mental health recovery principles.
- Demonstrated experience in working with people in the context of moderate to increasing acuity mental health issues including best treatment options, support services, dual disabilities and co-morbidities.
- Demonstrated ability to develop and maintain linkages and networks with a range of government, community and corporate stakeholders to facilitate clear referral pathways.



## Qualification/Registrations/Licences

- Relevant clinical qualifications in Social Work, Counselling or Occupational Therapy and accreditation with relevant professional body.
- Current APHRA registration or eligible for membership with the association in your field.
- Current state-based driver's license.

## Physical Requirements

- Sit for extended periods during client sessions, assessments, and documentation tasks.
- Capacity to travel locally within the Toowoomba region for outreach, stakeholder engagement, and service delivery.
- Manual dexterity and visual acuity required for computer-based tasks, including clinical documentation and telehealth delivery.
- Respond promptly and appropriately in crisis situations, which may require physical presence and mobility.
- Occasional lifting or carrying of materials (e.g., laptops, therapy resources) up to 5kg.



<b>POSITION DESCRIPTION - Employee</b>
<b>Part 2 – Expectations for Our Team</b>

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.