



POSITION DESCRIPTION - Senior Coordinator Stepped Care

Part 1 – Expectations for Your Role

Position	Senior Coordinator Stepped Care – Access & Intake
Service / Program	Mental Health Alcohol and Other Drugs
Industrial Instrument	Dependent on candidate
Instrument Classification	SACS Level 6 or equivalent
Reports to	Operations Manager
Effective Date	April 2025

Key Deliverables

- **Leadership & Oversight:** Provide leadership and day-to-day oversight of a small team of Stepped Care Coordinators, supporting their professional development and ensuring quality service delivery.
- **Clinical Governance & Decision-Making:** Lead clinical governance across the Stepped Care program, including high-level decision-making and escalation processes to ensure safe and effective care.
- **Quality Assurance & Reporting:** Conduct regular client audits and prepare reports to the Operations Manager, identifying trends, compliance issues, and opportunities for improvement or training.
- **Collaborative Care & Continuity Planning:** Oversee the implementation of collaborative care approaches including care planning, multidisciplinary team reviews, and client transitions across services.
- **Better Connect Support:** Provide leadership in supporting Better Connect clients, particularly those transitioning into or out of Home Health Care programs, ensuring smooth handovers and consistent support.
- **Stakeholder Engagement & Pathway Management:** Maintain and strengthen relationships with service partners and hub providers to support coordinated, accessible care pathways.
- **Monitoring Outcomes & Community Needs:** Track client outcomes and service demand, working with Better Connect partners to identify and respond to emerging local needs and service gaps.
- **Lived Experience Workforce Collaboration:** Partner with the local Better Connect lived experience workforce to shape and deliver relevant, community-led mental health responses.
- **Training, Mentoring & Capacity Building:** Provide training, supervision, and mentoring to Stepped Care Coordinators, particularly in managing complex presentations and supporting effective client engagement.
- **Representation & Advocacy:** Represent the Stepped Care team in mental health and AOD forums, contributing to sector discussions and strengthening referral pathways.
- **Referral Pathways & Service Navigation:** Maintain current knowledge of referral pathways and support the team in navigating access to appropriate mental health, AOD, and suicide prevention services.
- **Client-Centred Engagement:** Ensure high-quality client engagement, assessment, and support that reflects best practice in AOD, mental health, and suicide prevention care.
- **Service Access & First Contact:** Oversee the team’s performance in providing timely and responsive first points of contact, aligned with service KPIs.
- **Health Records & Documentation:** Ensure accurate, timely, and compliant record-keeping in line with health records legislation and organizational policy.
- **Case Collaboration:** Participate in regular case reviews with Better Connect partners, supporting streamlined referrals and shared care planning.



Skills

- **Problem-Solving and Analytical Skills:** Ability to apply problem-solving and analytical skills to negotiate challenging situations related to disrupted care.
- **Brief-Intervention Approaches:** Ability to implement brief-intervention approaches to mental health care and a sound knowledge of mental health care.
- **Collaboration and Professionalism:** Ability to work collaboratively and professionally with other services and professionals across a range of life areas and needs.
- **Interpersonal Skills:** Highly developed interpersonal skills with the proven ability to build effective relationships and communicate with a diverse range of people both internal and external.
- **Organisational Leadership:** A strong organisational ability and capability to effectively lead and represent the BC model of care.
- **Care-Team Leadership:** Ability to develop and lead high-quality care-team responses for service users.

Experience and Knowledge

- **Mental Health Expertise:** Experience across various mental health settings, with knowledge of related systems, processes, and legislation for coordinating services to underserved groups.
- **Leadership & Clinical Governance:** Strong leadership experience, including clinical governance.
- **Cultural Safety & Trauma-Informed Care:** Commitment to cultural safety and trauma-informed care in a person-centred approach.
- **Person-Centred Approach:** Treating individuals with dignity, respecting their identity and backgrounds within the stepped care model.
- **Call Centre Experience:** Experience handling both inbound and outbound calls.
- **KPI Achievement:** Proven ability to meet key performance indicators.
- **Community Health Experience:** Experience in Primary Health and allied health services highly regarded.
- **Client Management Systems:** Proficient in systems like TrakCare and Fixus.

Qualification/Registrations/Licences (*Mandatory*)

- Tertiary Degree qualifications in Social Work, Health and/or Welfare related sector.
- 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, walk up stairs, and attend meetings.
- **Light Lifting:** Ability to lift and carry up to 3kg (e.g., laptops or office supplies).
- **Travel:** Ability to travel between Each locations.



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.