



POSITION DESCRIPTION – Care Navigator

Part 1 – Expectations for Your Role

Position	Care Navigator
Service / Program	Better Connect
Industrial Instrument	Dependent on candidate
Instrument Classification	Dependent on candidate
Reports to	Senior Stepped Care Coordinator
Effective Date	November 2025

Key Deliverables .

- Assess client needs and identify appropriate supports and referral pathways across Mental Health, Alcohol and Other Drugs (AOD), and Suicide Prevention services.
- Provide structured, time-limited support to clients on active hold.
- Conduct brief check-ins (via phone, email, or secure messaging) to maintain therapeutic connection and assess wellbeing.
- Identify and escalate any risk factors or deterioration in client presentation to the Senior Stepped Care Coordinator.
- Maintain accurate and timely client data, records, and reporting documentation.
- Record client status, engagement attempts, and outcomes comprehensively.
- Participate in regular supervision and team meetings to review caseloads and service flow.
- Support client transitions between programs, ensuring continuity and stability of care.

Skills

- Highly developed assessment and therapeutic counselling skills, particularly in single-session and brief interventions.
- Strong collaborative skills with the ability to work effectively with a range of stakeholders.
- Excellent interpersonal, verbal, and written communication skills.
- Sound problem-solving and negotiation abilities, especially when engaging with consumers in early help-seeking stages.
- Ability to work both autonomously and collaboratively within a team environment.
- Proven capacity to liaise, consult, and negotiate effectively with clients, families, and external service providers.
- Proficiency in information management and use of electronic client record systems.
- Strong organisational skills, including the ability to prioritise and meet strict deadlines.
- Effective relationship-building and communication skills, fostering cooperative and constructive interactions.



- Understanding of and adherence to Victorian Privacy Laws, including the **Information Privacy Act 2000** and **Health Records Act 2001**, as well as other relevant legislation regulating personal information handling.

Experience and Knowledge

- Experience working within mental health and/or AOD settings, with sound knowledge of relevant systems, processes, legislation, and interventions.
- Demonstrated ability to assess clients with moderate to severe mental health difficulties.
- Commitment to person-centred care that values and respects individuals' identities, backgrounds, and life experiences.
- Understanding of and commitment to culturally safe and trauma-informed care practices.

Qualification/registrations/licences

- Holds a minimum Bachelor level qualification in a related discipline
- Completion of a Criminal History Check and Employee Working with Children Check (or State equivalent) prior to commencement of employment and as required by legislation and policy during employment, as well as a duty to disclose relevant information that may arise after employment has commenced

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



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.