

## Position Description

<b>Position Title</b>	Project Coordinator
<b>Reporting To</b>	Senior Manager Operations
<b>Employment Status</b>	Full time – Max-term role
<b>Classification</b>	SCHADS Level 6
<b>Team/Service</b>	Strathpine Medicare Mental Health Centre
<b>Direct Reports</b>	Nil
<b>Date</b>	Nov 2025

### PROGRAM OVERVIEW

Strathpine Medicare Mental Health Centre, funded by North Brisbane PHN, is a front door for people over 18 to access mental health support. The centre assists people experiencing mental health distress or suicidal crisis, by providing accessible community mental health supports. Service delivery reflects principles of Trauma Informed Care and Recovery Orientated practices. People engaged with the service have access to short to medium term targeted care and support, psychoeducation, and support to access other relevant services.

The Strathpine Medicare Mental Health Centre receives referrals from GPs in the area, public mental health services, community organisations as well as self-referrals from members of the community. The Strathpine Medicare Mental Health Centre multidisciplinary team is made up of clinical staff and psychosocial staff providing social and emotional wellbeing supports, psychosocial support, and peer support.

### POSITION OVERVIEW

The Project Coordinator plays a key role in coordinating and delivering strategic and operational projects that support Neami's service improvement and practice development goals. Working closely with management and relevant staff members, the role applies evidence-informed methodologies to plan, implement, monitor, and evaluate initiatives that align with Neami's values and priorities.

Grounded in Collaborative Relational Practice (CRP) and Co-Creating Safety, the Project Coordinator fosters inclusive, psychologically safe environments for collaboration and learning. The role supports stakeholder engagement, risk management, and continuous improvement through feedback-informed practice, and ensures that lived experience and consumer perspectives are embedded throughout the

project lifecycle.

The Project Coordinator proactively identifies and mitigates risks, coordinates people and processes, and ensures project milestones are delivered on time, within budget, and aligned with Neami's objectives.

## **THE POSITION**

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### ***Key position Responsibilities, Duties and Accountabilities***

#### **Project Management**

- Oversee and develop project management plans, schedules, governance and monitoring.
- Develop plans to support implementation and embedding of project outcomes into operations.
- Coordinate logistics for stakeholder meetings, site visits, and governance group activities.
- Oversee and participate in project evaluation activities throughout the project.
- Provide data analysis and reporting for relevant projects as required.
- Collaborate with relevant stakeholders to review policies and procedures aligned to the specific project.
- Engage, establish and maintain professional collaborative relationships with internal and external stakeholders.
- Support activities related to planning, collection, analysis, reporting and use of consumer data.
- Coordinate project activities by supporting resource allocation, managing risks collaboratively, implementing communication strategies, and ensuring alignment with Neami's strategic priorities.
- Provide regular project progress updates, including financial reporting, and ensure effective budget management as required.
- Contribute to psychologically safe environments by facilitating inclusive planning processes, supporting collaborative decision-making, and embedding trauma-informed principles in project design and delivery.
- Ensure people with relevant lived experience are meaningfully represented or involved in project design, implementation, and evaluation, and that their contributions shape outcomes and measures of success.
- Oversee project governance, risk management, and reporting, proactively identifying and resolving potential issues.
- Co-design establishment of new or adapted services as required.
- Support collaboration and partnership across Consortium models including data requests.
- Support and contribute to the collective leadership of complex organisational structures eg Consortia .

#### **Participate Fully as a Team Member**

- Collaborate closely with team members to ensure continuity of care and a quality, comprehensive service for consumers and carers.
- Assist the team to regularly evaluate the effectiveness of the service in consultation with consumers.

- Engage in line management supervision, performance reviews, and professional development.

### **Records Management**

- Ensure records management obligations are met, in accordance with Neami National policies and procedures. This includes the retention of hardcopy and/or electronic records and ensuring files are accurate and kept up-to-date.
- Commitment to understand consumer data requirements and the role of data, monitoring, evaluation and research activity in organisational culture, operations and strategy.
- Commitment to support activities related to planning, collection, analysis, reporting and use of consumer data.
- Use of data, monitoring, evaluation and research to continuously improve service provision, organisational functioning and the strategic directions.

### **ORGANISATIONAL ACCOUNTABILITIES**

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- Act at all times in accordance with the Neami National Code of Ethics.
- Work in accordance with Neami National policies and procedures, including adhering to policies on Privacy and Confidentiality and Records Management.
- Follow safe work practices for self and others and comply with Neami National Occupational Health and Safety management processes.
- Ensure risks are identified, reported, documented and appropriately managed in accordance with Neami Group policies to ensure safe and effective services.
- Proactively work towards achieving individual and team goals, whilst demonstrating Neami National core competencies and values.
- Actively engage in Professional Development opportunities and embrace learning opportunities.
- Take an active role in promoting and generating quality improvements processes within your area of responsibility and more generally across the organisation.
- Have a commitment to promoting a diverse and inclusive environment for all staff, consumers and carers.
- Have a commitment to the safety and wellbeing of children and young people.
- Work in line with Neami Credentialling and Scopes of Practice Policy and related procedures, including working within your individual scope of practice.
- In addition to the position description accountabilities, all staff are expected to undertake any reasonable tasks as directed.

### **THE PERSON**

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#### **Experience, Knowledge, Qualifications, Skills and Attributes**

##### ***Essential***

- Formal tertiary qualification in a related field and/or experience working in a relevant setting.

- Demonstrated experience managing projects and stakeholders to achieve outcomes.
- Demonstrated experience of thinking conceptually and the ability to analyse and problem solve in a creative manner.
- Exceptional communication skills, both written and oral, with an ability to analyse and articulate complex concepts and communicate them to a variety of audiences.
- Effective as a collaborator in complex internal and external organisations
- Excellent analytical skills with the ability to synthesise complex information and draw actionable insights.
- Proven ability to work autonomously with minimal supervision and to prioritise multiple tasks to meet conflicting deadlines
- Strong computer literacy and written communication skills.
- A valid Working with Children Check

### ***Desired***

- Demonstrated experience in developing and delivering workshops/training.
- Experience working in community health.

## **ACKNOWLEDGEMENT OF POSITION DESCRIPTION**

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This position description is current at date of approval. It may change from time to time to reflect operational needs and changes to organisational reporting relationships.

By signing your employment agreement, you acknowledge that you have read, understood and accept the responsibilities and accountabilities as outlined above in this position description.