

Position Description

Position title	Project Coordinator - OSD
Reporting to	Opportunities Lead
Employment status	Permanent, Full time
Classification	SCHADS Level 6
Team/service	Research, Engagement & Advocacy
Direct reports	NA
Date	May 2026

PROGRAM OVERVIEW

The Research, Engagement and Advocacy Network leads Neami's strategic business development activity and informs the organisation's engagement strategies across communities, consumers, carers, funders and partners.

Working collaboratively within the Research, Engagement and Advocacy Network, as well as with wider organisational support functions and national service delivery leadership, the Opportunities, Strategy and Development (OSD) team supports the development of new services and facilitates business opportunities. Project Leads are an integral part of the OSD team, responsible for coordinating and supporting a wide range of activities across Neami's service lifecycle. This high-profile, fast-paced work has significant organisational impacts; key elements, including deadlines, are generally externally controlled.

POSITION OVERVIEW

Project Coordinators support program development and coordinate Neami's approach to new and existing business opportunities, collaborating with the OSD team, internal stakeholders and external partners. The role undertakes research and synthesises expert knowledge to write, edit, proofread and submit high-quality funding proposals, including tenders, grants and proactive submissions.

The role coordinates a cross-functional project team within limited timelines and lead project delivery in accordance with internal milestones and externally determined deadlines, demonstrating adaptability,

willingness to learn and effective communication skills. The role must dynamically manage and adapt work practices and procedures, including being highly agile and flexible and undertaking complex problem solving.

Project Coordinators are supported to develop the strong understanding of Neami's voice and bidding approach, alongside sector priorities, national policy developments and commissioning activity, that is vital to success in this role. The role is supported by a line manager and the broader leadership team, and there are opportunities to become involved in cross-organisational projects, as well as internal/external professional development activities.

THE POSITION

Key Position Responsibilities, Duties and Accountabilities

The following outlines the roles and responsibilities Project Leads may be responsible for across the service lifecycle.

- Work collaboratively with stakeholders to coordinate Neami's approach to new business opportunities, including:
 - Tenders, grants and proactive proposals.
 - Innovative service delivery and funding models.
- Facilitate the identification of new business opportunities by monitoring subscription emails, assessing opportunities against organisational priorities and gathering intelligence from across the organisation to support robust decision-making.
- Lead projects to design and develop Neami services, including:
 - Coordinating project teams comprising key internal stakeholders, including members of the National Leadership Team, organisational support functions and operational team members.
 - Engaging external stakeholders, including partner organisations and contractors, as required, providing support to establish and maintain these relationships and to advocate for Neami's vision.
 - Proactively undertaking program development activities and identifying project risks/potential delays and recommending or implementing mitigation actions.
 - Liaising with the relevant funding body to seek clarification as required.
 - Working collaboratively within any project team to define project scope and objectives, ensure alignment with organisational strategic priorities, monitor key milestones, and evaluate and report on outcomes.
 - Providing expert advice to project team, including other organisational areas and functions.
 - Undertaking proactive research to build evidence base for new service models, including through attending information sessions and briefings, monitoring sector newsletters and websites, and engaging in desktop research.
 - Developing content for tender submissions, including synthesising expert knowledge from the project team, articulating the proposed service model and evidence of Neami's capacity to deliver

the proposed model, and facilitating development of the accompanying budget, ensuring all selection criteria are comprehensively addressed.

- Drafting, editing and proofreading all tender submission documents, using sound decision-making throughout the review and approval processes to integrate changes and escalate issues, as required.
 - Submitting all tender documents according to tender specifications and procurement guidelines, within required timeframe.
 - Providing post-tender submission support to operational teams, including at interview and contract negotiation stages, as required.
- Work within limited timelines to ensure projects are delivered in accordance with externally determined deadlines.
 - Ensure project accountabilities are defined, and communication structures are in place, providing regular updates to key stakeholders.
 - Monitor project progress, risks and any other issues, ensuring ongoing communication with the OSD leadership team and appropriate escalation through identified avenues as needed.
 - Dynamically manage and adapt work practices and procedures, including being highly agile and flexible and undertaking complex problem-solving and managing diverse projects.
 - Collaborate with relevant stakeholders to effectively support programs across their lifecycle.
 - Work collaboratively within the OSD team to build capacity in tender development across the organisation.
 - Support the OSD leadership team to develop and implement strategies and systems that promote intra-team flexibility and facilitate timely responses to changing organisational priorities.
 - Support the development and implementation of mechanisms and tools to track the performance of Research, Engagement and Advocacy Network activities.
 - Contribute to core continuous improvement activity, including evaluating and refining processes and procedures, analysing reviewer and funder feedback to generate learnings, and sharing learnings in project debriefs and team reflective practice (balcony) sessions.

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

- 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.
- In addition to the position description accountabilities, all staff are expected to undertake any reasonable tasks as directed.

THE PERSON

Experience, Knowledge, Qualifications, Skills and Attributes

Essential

- Excellent written and verbal communication skills.
- Well-developed analytical and problem-solving skills.
- Advanced computer skills, particularly in the MS Office suite of programs.
- Capacity to work with a wide range of stakeholders, including the ability to engage, negotiate and build strong relationships with stakeholders with differing priorities.
- Proven experience leading projects and demonstrated ability to take a consultative approach to lead project planning and delivery.
- Proven ability to achieve outcomes within agreed timeframes, working under considerable time pressure.
- Ability to work autonomously and lead tender development projects.

Desirable

- Tender or grant writing and development and/or program development experience is highly desirable.
- Knowledge of the mental health and/or community services sector in Australia is highly desirable.
- Experience producing professional-quality documents, including basic graphic design experience.
- Experience working in a health and/or Not-for-profit environment.

- A relevant tertiary qualification.
- Understanding of culturally sensitive practice and previous experience working with diverse communities.
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ACKNOWLEDGEMENT OF POSITION DESCRIPTION

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.