



Position Description

Position Title	Physical Health Coordinator
Reporting To	Senior Manager Operations
Employment Status	Permanent Part Time
Classification	SCHADS Level 5
Team/Service	CLS Programs
Direct Reports	NIL
Date	May 2026

PROGRAM OVERVIEW

The Community Living Supports (CLS) Program provides community-based psychosocial support to people with severe mental health conditions so that they can live independently in their communities. It is a holistic and culturally responsive service that builds on the strengths and aspirations of people with severe mental health conditions, working together to create and achieve meaningful goals and personal change. We work with people who sit between acute responses and longer-term support, and who benefit from flexible, community-based assistance that responds to the full context of their lives. By taking a holistic wellbeing approach to these interconnected challenges, we help people build strategies that strengthen their wellbeing and achieve the outcomes that matter to them

POSITION OVERVIEW

The Physical Health Coordinator is responsible for the planning, development, implementation, evaluation and research of physical health programs across the CLS programs. They will also develop and maintain networks and partnership with external stakeholders while utilising workforce development and capacity building strategies consistent with health promotion practice.

The Physical Health Coordinator will work closely with Practice Leaders, Peer workforce and Physical Health portfolio holders to coordinate appropriate groups and support the continued development and implementation of Neami's Physical Health programs. The position will work closely with and report directly to the Senior Manager of Operations, liaise with Service Site Managers and Stream Practice Leads and support staff to incorporate health promotion programs and initiatives within their practice.

THE POSITION

Key position Responsibilities, Duties and Accountabilities

Program Delivery

- Work within Neami’s Collaborative Relational Practice (CRP) Framework.
- Develop mainstream health related groups that are in response to consumer data/feedback and aimed at supporting consumers to achieve health outcomes and engage in health-related behaviours.
- Develop Physical Health Programs in cooperation and codesign with staff and consumers.
- Build the confidence of the CLS staff to have everyday physical health conversations with consumers and implement the Health Prompt.
- Provide leadership, training and implementation support for staff around Neami’s Physical Health Programs.
- Plan, facilitate and evaluate peer and mainstream health group programs.
- Practice trauma informed care and understand social determinants on health and wellbeing.
- Understand protective factors and support consumers in the codesign process to explore group and individual content that is meaningful for the consumer.
- Develop and execute programming based on a neuro-affirming approach, catering to multiple learning styles.
- Understand protective factors and support consumers in the codesign process to explore group and individual content that is meaningful for them.

Program Leadership

- Champion the use of Intentional Peer Support (IPS), Collaborative Relational Practice (CRP) and Safety and Opportunity practice across the program.
- Provide leadership at relevant meetings as required.
- Contribute to practice, policy and projects to support best practice and continuous improvement.
- Support challenging conversations as part of a transdisciplinary team.
- Engage with leaders across other services to build local pathways to support program access.
- Participate in partnership development activities with local community services as required.
- Where required, co-ordinate the initial program activity assessment of consumer requirements.
- Support the development and delivery of various group programs as required.

Working with community and other partners

- Build relationships with partners and resources in the community
- Enable co-learning relationship with students who are completing their placement within the organisation.
- Facilitate in-service opportunities with local organisations to increase CLS enrolment and provide teams with appropriate resources and referrals.

- Explore opportunities to engage consumers in the community for group support.
- Engage community partners in co-design of programs and resources.
- Represent Neami at community meetings and trainings around physical and mental health.
- Build relationships in the community with supports, services and professionals who will enhance consumer wellbeing.

Participate Fully as a Team Member

- Complete documentation in a timely manner.
- Collaborate closely with team members to ensure continuity of care and a quality, comprehensive service for consumers and carers.
- Engage in 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

- 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

Experience, Knowledge, Qualifications, Skills and Attributes

Essential

- Formal tertiary qualification in a related field and/or equivalent experience working in a relevant setting.
- Strong emotional resilience including the ability to sit with discomfort, distress and people in crisis.
- Ability to establish professional relationships that have clear boundaries with consumers, staff and partner organisations.
- Experience in health promotion, physical health education / literacy, health/welfare, and/or allied health.
- Knowledge and experience in planning, designing, implementing and evaluating physical health / community programs.
- Training and understanding of trauma informed and neuro-affirming care principles.
- Experience increasing program capacity by building partnerships within the community.
- Strong verbal and written communication skills plus computer literacy.
- Current Working with Children Check |

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.