



Position Description

Position title	Project Coordinator – Early Service Development Support
Reporting to	Service Development and Design Lead
Employment status	Part-time (0.6FTE), Maximum Term Contract until 30 June 2028
Classification	SCHADS Level 6
Team/Service	Research and Evaluation
Direct reports	Nil.
Date	April 2026

PROGRAM OVERVIEW

Early Service Development Support is a 2-year pilot project to design, test and refine an internal consultancy approach to service improvement for new Neami services. The approach will work with new services shortly after commencement to assess the effectiveness of key elements of their service model, including workflows, staff structure and capabilities, team culture and consumer data processes, and then work with staff and leaders to design and implement service improvements. The aim is to help new Neami services achieve high-quality, consistent delivery more quickly.

The project has two stages. First, it will test the approach in two pilot services, providing on-the-ground support to assess and improve their service models and identifying what types of support, sequencing, assessment and intervention are most effective in early service development. Second, it will use learning from the pilot services to refine and document an Early Service Development Support model that can be scaled across new Neami services in future.

The project addresses Neami’s strategic priority of improving how we support service delivery.

POSITION OVERVIEW

The Project Coordinator, Early Service Development Support (ESDS), supports the effective coordination and delivery of the ESDS project under the direction of the Service Development and Design Lead and Strategy Lead.

The role focuses on project coordination, service-partnered engagement, documentation and communication, supporting services and stakeholders to participate in structured, purposeful activities that are responsive to operational context and priorities.

The Project Coordinator works alongside services in a supportive, enabling capacity, helping to organise and communicate activities, document learning and reduce coordination burden so that service leaders retain ownership of decisions and implementation.

THE POSITION

Key position Responsibilities, Duties and Accountabilities

Project coordination and delivery

- Support the development of the project management plan, schedules and governance arrangements in collaboration with the Service Development and Design Lead and Strategy Lead.
- Coordinate day-to-day project activities, including tracking tasks and agreed milestones through the regular updating and maintenance of project documentation to support delivery.
- Identify and escalate project-level risks or delivery issues as required, in line with agreed processes.
- Coordinate the organisation of project meetings, workshops and governance meetings, including meeting preparation, minute taking, action tracking and follow-up.
- Support preparation of internal project progress updates and draft project deliverable documentation.
- Oversee and participate in project evaluation activities throughout the project.
- Provide data analysis and reporting for the project as required.

Stakeholder engagement and coordination

- Act as a central coordination point to support clear and practical communication between pilot service staff and leaders, the project team and relevant Head Office functions.
- Coordinate cross-functional input from Research and Evaluation, Practice Development, Operations and other stakeholders as required.
- Coordinate the logistics and communication required for service engagement activities (e.g. workshops, data collections, facilitated sessions, interviews and meetings) such as scheduling, facilities booking, and travel in ways that consider service workloads and project priorities.
- Support the documentation of engagement feedback and learnings to inform and support project delivery.
- Collaborate with relevant stakeholders to develop and review policies and procedures aligned to the specific project.

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 such as human services, research or design, or equivalent experience working in a relevant setting.
- Demonstrated experience in project coordination, with strong organisational skills including managing multiple tasks and meeting agreed deadlines within a complex environment.

- Well-developed written communication skills and attention to detail, including preparing clear project documentation, summarising information and developing stakeholder communications.
- Well-developed verbal and interpersonal communication skills, including communicating project tasks, supporting structured discussions and participating in meetings with a range of stakeholders.
- Ability to establish productive working relationships and coordinate activities across diverse stakeholders with differing roles, perspectives and priorities.
- Proven ability to work collaboratively under direction as part of a project team.
- Demonstrated ability to manage allocated tasks independently within defined role scope and agreed timelines.
- Proficiency in Microsoft Office tools including Planner and Excel for project coordination and reporting.
- Valid Working with Children Check.

Desirable

- Formal qualification in project management (e.g. Cert IV in Project Management Practice, Diploma of Project Management, PRINCE2 Foundation, Agile PM Foundation).
- Experience contributing to research, participatory design or learning and development projects in a coordination or support capacity.
- Experience supporting engagement activities, data collection, synthesis or documentation as part of a project team.
- Familiarity with participatory, evidence-informed or continuous improvement approaches.
- Experience using online collaboration tools such as Miro for participatory design, process mapping or workshop facilitation.

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.