

Position title:	Partnership and Service Coordinator	Reporting to:	Clinical Operations Manager
Program:	Mental Health	Location:	Darwin & Palmerston
Approved:	Director Mental Health	Date:	JUNE 2026
Comments:	Fixed-term contract ending December 2026, Part-time 0.8 FTE		

Organisation Statement

Anglicare NT is a registered charity and quality accredited provider of human services across urban, regional, and remote Northern Territory. We demonstrate our values through strength-based, culturally safe, trauma informed and inclusive practices. Child safety, social justice, community development and partnership approaches drive our work. We commit to being an employer of choice and we monitor our impact, respect lived experience and advocate to meet the needs of Territorians and our diverse communities. Our focus is to make a sustainable difference through place-based initiatives, collaboration, innovation, and the Partnership Support Service.

What we do

We provide services across the lifespan including: early childhood, child youth and family supports; aged care packages, community access, outreach, home support and volunteer visitors; NDIS support coordination and personal supports; community housing, transitional accommodation, tenancy support and homelessness responses; financial counselling, money management, gambling amelioration, micro finance and emergency relief; prison chaplaincy, post release accommodation and support; counselling, mediation and parenting education; refugee and migrant support; mental health initiatives, headspace centres, recovery and community awareness activities.

Purpose of the Position

You will lead the joint delivery of headspace services within Anglicare NT, working in close partnership with Anglicare NT and Neami National. Following the establishment of a Service Level Agreement (SLA) between headspace services and Neami National, this role is pivotal in driving joint working initiatives and integrated service delivery. You will support the operation of the integrated service model, act as the primary authority between agencies, and take accountability for meeting all objectives and obligations set out in the SLA. This means keeping clinical and operational processes running smoothly, making sure young people receive timely, high-quality mental health support, and staying on top of contractual and compliance duties. You will also be a trusted source of advice for staff and partners, support and guide other team members, and represent the organisation when working with outside groups. You will work with a high level of independence, drawing on your own professional judgment, managing complex situations confidently, and carrying responsibility for how the service performs. Through thoughtful leadership, clear communication, and a focus on continuous improvement, you will help close any gaps in service and strengthen what the partnership offers the community

Selection Criteria

Position Specific Requirements

1. A relevant degree or equivalent knowledge relating to mental health
2. Demonstrated experience working within mental health or community services, particularly in partnership-based models
3. Proven ability to lead and manage collaborative projects or service agreements between multiple organisations
4. Advanced knowledge of clinical governance, compliance, and safety requirements in mental health care settings, with the ability to provide expert advice
5. Exceptional communication and interpersonal skills, including the ability to engage effectively with diverse internal and external stakeholders
6. Demonstrated ability to collect, analyse, and report on service data to drive quality improvement and inform decision-making
7. Proven ability to facilitate meetings, resolve complex issues, negotiate outcomes, and sustain effective working relationships in a multi-agency environment
8. High-level organisational and time management skills, with the capacity to set priorities, manage competing demands, and deliver outcomes independently

General Criteria

1. Demonstrated commitment to work respectfully and inclusively with Aboriginal and Torres Strait Islander and culturally and linguistically diverse people.
2. Demonstrated understanding of the issues that impact Aboriginal and Torres Strait Islander people.
3. Demonstrated ability to communicate sensitively and effectively with Aboriginal and/or Torres Strait Islander people.
4. Demonstrated adherence to legislation, policies and procedures and a commitment to EEO, WHS, risk management and quality improvement practices.
5. Northern Territory Working with Children Clearance (Ochre Card).
6. National Police Criminal History Report (less than three months old) with acceptable outcome.
7. Ability to meet additional visa / overseas work compliance measures.
8. Northern Territory Driver's Licence.
9. Demonstrated currency of job specific vaccinations (and boosters).
10. First Aid Certificate (or willingness to obtain within agreed timeframe)

Key Responsibilities

1. Service Coordination and Pathways

- Lead and oversee referral pathways to ensure timely and appropriate care, providing ongoing education and support to staff
- Oversee and facilitate smooth client transitions between headspace Anglicare NT and Neami National Medicare Mental Health Darwin. You must ensure that all referral pathways and client transitions strictly meet the defined timeframe benchmarks and metrics set out in the SLA to ensure accountability for timely care
- Design, develop and maintain clear referral pathways to support young people transitioning to adult services, early psychosis care, and joint service models. Develop and deliver staff training on program pathways and eligibility
- Build and strengthen communication with local GPs and external providers to enhance referral processes, lead GP education sessions, and update referral flowcharts for streamlined care pathways

2. Operational Management

- Convene and chair bi-weekly joint operational meetings with partner organizations to improve workflow efficiency, resolve service issues, and maintain high service delivery standards
- Generate and submit joint SLA performance reports to leadership, actively utilizing data reporting skills to track benchmarks and outcomes
- Ensure compliance with clinical, safety, and privacy standards outlined in the SLA. Collaborate with the headspace Early Psychosis team to facilitate clear referrals, consistent messaging, and smooth handovers
- Manage clinical governance by executing joint incident reporting, handling shared risk escalation processes for clinical incidents or privacy breaches, and participating actively in clinical audits according to the shared SLA risk management framework
- Lead joint case reviews to deliver evidence-based care, promote accountability, and drive continuous service improvement aligned with SLA benchmarks

3. Quality Improvement and Engagement

- Build, lead and oversee quality improvement initiatives across shared clinical practices, ensuring alignment with SLA goals and contractual obligations
- Plan and lead group sessions with young people, families, and lived experience staff to gather feedback, support parents and carers, and build staff capacity for group facilitation and program co-design
- Act as the primary operational contact, addressing queries and resolving issues between partner organisations as governed by the SLA

4. Partnership Development

- Build and maintain strong, collaborative relationships with clinical and administrative teams at both sites and with external partners to support SLA objectives
- Represent the organisation in external forums and promote service visibility through community engagement, joint training, professional development, and resource-sharing opportunities

General Requirements

- Comply with Federal, NT and Local Government legislation, regulations, permits and / or by laws.
- Adhere to delegations, code of conduct, policies, procedures and general conditions of employment.
- Work within contract, program / project parameters and scope of practice.
- Comply with program guidelines, work plans, budget, data and reporting requirements.
- Comply with WHS requirements – remain vigilant and contribute to a safe working environment and maintain pandemic related and job specific mandated vaccinations (and boosters).
- Embrace organisational values, work cooperatively and help sustain a respectful workplace.
- Support and mentor work colleagues by sharing your skills, knowledge and strengths.
- Help implement our Reconciliation Action Plan and build an inclusive and culturally competent workforce.
- Maintain confidential client, staff and organisational information in line with requirements.
- Keep up to date with workplace communications, staff meeting records and the intranet.
- Contribute to planning, evaluation and continuous quality improvement activities.
- Participate in supervision, performance reviews and undertake approved training.
- Maintain attendance, payroll and leave records in accordance with procedures.

Delegation of Authority

As per Board approved Delegation of Authority Schedule and aligned position classification (noting content will updated from time to time).

Currently this position has no direct reports; however, it is graded at a Level whereby staff can be allocated for supervision on a temporary or permanent basis.

This position may be asked to provide supervision to students on field placements (where an employee has the qualifications to do so) and / or on the job assistance to new entrant employees.