

# Position Description

## Care Coordinator

---

<b>Position Title:</b>	Integrated Team Care Coordinator
<b>Manager (reports to):</b>	Team Leader, Indigenous Access
<b>Division:</b>	Client Services
<b>Program:</b>	Indigenous Access Team
<b>Primary Location:</b>	Level 2, Victorian Pride Centre, 79-81 Fitzroy St, St Kilda, VIC 3182
<b>Other Location:</b>	Additional sites as required
<b>Classification (Grade/Level):</b>	Community Health Nurse
<b>Enterprise Agreement or Award:</b>	Nurses and Midwives (Victorian Public Health Sector) (Single Interest Employers) Enterprise Agreement 2024-2028

### Better Health Network

Better Health Network (BHN) is a not-for-profit organisation providing integrated health and wellbeing services to people of all ages in communities across south-eastern Melbourne. We proudly provide a wide range of services to support healthy living, general wellbeing and social connection. These include specialist medical services, dental and allied health, nursing and counselling services, as well as aged care social supports and NDIS disability services. With the vision, *Your health, your choice, your way*, we exist to deliver accessible services that meet the needs of our communities and use our influence to create positive change.

The Care Coordinator works within BHN's Indigenous Access Team – predominantly working within the Integrated Team Care Program which supports Indigenous clients with chronic health issues. This will support the delivery of services across BHN's Indigenous Access Program. This role will work with BHN and the local Aboriginal and Torres Strait Islander communities to improve their overall health and wellbeing. This includes promoting health lifestyles, strengthening cultural identity, and strengthening relationships with families and community.

---

### Position Objective

This position provides coordinated care and support to Aboriginal and Torres Strait Islander (ATSI) clients, empowering self-management of chronic conditions and supporting the achievement of improved health and wellbeing outcomes.

The position works with all eligible populations with a specific focus on Aboriginal and Torres Strait Islander peoples. The position plays a crucial part in promoting Aboriginal and Torres Strait Islander cultural awareness and ensuring the services provided are culturally safe and relevant to the needs of Indigenous communities. The objective is to improve access and delivery of services to Indigenous peoples by identifying their needs, raising awareness to these needs and supporting access to appropriate services.

### Key (Professional) Responsibilities

# Position Description

## Care Coordinator

---

### Care Coordination

- Client assessment - Use appropriate information, tools and techniques to gather and analyse information; Identify and prioritise appropriate actions including referral.
- Case management - Support clients to set and achieve goals through establishing and monitoring a case management plan; Identify and implement case management processes appropriate to the needs of the client.
- Administration - Complete accurate reports, logs, case notes and files; Uses technology and software applications effectively in accordance with task requirements.
- Establish effective relationships with clients that encourage self-determination and participation.
- Develop individual care plans in collaboration with clients and include a range of interventions that address the needs or goals of clients.
- Provide clients with information, advice practical support and assistance.
- Assist clients to access specialist support services such as housing, mental health, drug and alcohol, counselling, legal and other relevant services.
- Ensure accurate, up to date client records and data is maintained for all clients.
- Identify any service gaps and make recommendations for service delivery improvements.

### Community Engagement

- Attendance at professional forums such as VACCHO, Aboriginal D&A network meetings, Local Aboriginal Network, Regional Action Group and others as appropriate.
- Formal and informal relationships are developed and maintained with local Aboriginal and health services, including Ngwala Willumbong and peak bodies.
- Regular visits are made to local ATSI services for the purposes of keeping them updated on developments in ATSI health.
- ATSI community members are met in public areas known to be meeting places to inform them about the CCSS program.
- A close working relationship is developed and maintained with the Integrated Team Care Outreach Worker and other ATSI programs throughout the Bayside area.

---

## Organisational Responsibilities

### (Self) Leadership:

- Stay current with industry developments, enhancing professional knowledge and technical skills to maintain best practice.
- Adapt to organisational needs, undertaking additional responsibilities as required to support BHN's operations and strategic priorities.
- Ensure ongoing compliance, adhering to relevant legislation, funding guidelines, service standards, and contractual obligations.

### Occupational Health & Safety:

- All employees are responsible for taking reasonable care of their own health and safety, as well as the safety of others affected by their actions at work, and for adhering to BHN's Occupational Health & Safety frameworks.

# Position Description

## Care Coordinator

---

### Risk Management:

- Actively identify, report, and manage risks to ensure a safe and efficient work environment.

### Quality:

- Follow BHN's policies and procedures to ensure compliance and consistency in service delivery.
- Engage in quality improvement initiatives and actively involve clients in these activities when applicable.

### Behavioural:

- All employees are expected to demonstrate behaviours and capabilities that align with our organisational values of Accountability, Collaboration, Respect, and Courage. These expectations are tailored to the level of responsibility associated with each role. The specific capabilities for this position can be found in BHN's Values Capability Matrix.
  - Perform duties in accordance with BHN policies and procedures.
  - Undertake other duties as reasonably directed.
- 

## Working Relationships

### Direct Reports:

- Nil

### Internal working relationships include:

- Program Manager Resilient Communities
- Service Sector Development Lead
- Integrated Team Care (ITC) Health Care Coordinator
- Director, Strengthening Communities & Social Impact
- Other BHN employees including Client Services teams, Service Access Teams, People and Culture, Finance, Facilities, and Business Intelligence & Systems

### External working relationships include:

- South Eastern Melbourne Primary Health Network (SEMPHN)
  - The Salvation Army Access Health
  - City Councils including Bayside, Glen Eira, Greater Dandenong, Kingston, Monash, Port Phillip and Stonnington
  - Aboriginal Hospital Liaison Officers (AHLO)
  - Alfred Health's Aboriginal Advisory Committee
  - Orange Door
  - Dhelk Dja: Safe Our Way (Indigenous Family Violence)
  - Derrimut Wheelam Gathering Place
  - Ngwala Wilumbong (Alcohol and Other Drugs including Galiamble and Winja Ulupna)
  - Dandenong and Districts Aborigines Cooperative Limited (DDACL)
- 

## Key Selection Criteria

### Essential Qualifications

- Relevant tertiary qualification and background in nursing with current registration or eligibility under relevant professional bodies.

# Position Description

## Care Coordinator

---

### Essential Experience

- A minimum of three years post-graduate nursing experience, preferably in a community context.
- Experience working with ATSI population and people with complex needs is required.

### Essential Skills and Attributes

- Understanding of the health and wellbeing needs of ATSI populations and an understanding of the social and historical issues that have impacted on ATSI populations.
- A sound knowledge of and relationship with the resources and services available in the ATSI and broader community, in relation to health and other services.
- A commitment to the provision of accessible health and support services to ATSI individuals and families.
- Contributes to evidence based practice; reflects on practice; identifies opportunities for improvement; acts to implement improvement.
- Significant experience in public policy development and a sound understanding of current policy directions in the field of health & wellbeing.
- Strategic analysis, research and planning capabilities that will deliver high quality projects/programs to improve outcomes for communities.
- Demonstrated high level interpersonal, facilitation and consultation skills and the ability to effectively communicate with key stakeholders.
- Excellent written and oral skills, including demonstrated ability to write and present clearly and concisely for specific targeted groups and prepare reports, papers and correspondence.

---

## Inherent Requirements

BHN endeavours to provide a safe working environment for all staff. The below describes the critical inherent requirements associated with this job.

### Physical

- Frequent movement, standing, sitting and computer tasks, manual handling, or use of equipment in line with role/task requirements

### Cognitive

- Attention to detail and task accuracy to minimise risk to self and others.

### Psychosocial

- Exposure to emotional situations; resilience required to manage stress.
- Must report hazards, incidents, and follow safe work procedures (WHS duty of care).

---

## Compliance

### Compliance Responsibilities:

It is the responsibility of both the Manager, and Incumbent(s) of the role to ensure the employee(s) performing the role meet relevant requirements of Professional Standards/Codes of Conduct imposed by AHPRA, National Boards, or

# Position Description

## Care Coordinator

under Industry Codes. It is the responsibility of both the Manager, in partnership with People and Culture, to ensure that probity checks remain compliant.

**Probity checks must be completed as indicated**

<input checked="" type="checkbox"/> <b>National Police Check [Mandatory]*</b>	<input checked="" type="checkbox"/> <b>Working with Children Check [Mandatory]</b>
<input checked="" type="checkbox"/> <b>Evidence of Right to Work in Australia [Mandatory]</b>	<input type="checkbox"/> NDIS Worker Screening Check
<input checked="" type="checkbox"/> Statutory Declaration General Statutory Declaration	<input type="checkbox"/> Aged Care Worker Banning Order Check
<input checked="" type="checkbox"/> Professional Registration AHPRA Registration	<input type="checkbox"/> First Aid Certificate
<input checked="" type="checkbox"/> Current full or probationary driver's licence	<input type="checkbox"/> Vaccination Requirement Category A
<input type="checkbox"/> Other:	<input type="checkbox"/> Other:

Please refer to the Credentiailling and Scope of Practice Policy for further information and the Immunisation Policy for details regarding immunisation categorisation, please note all Category A workers are required to be vaccinated annually for seasonal influenza. \*International Police Check required if the person has lived in any other country for at least 12 months in the past 10 years.

### Position Description Authorised by:

<b>Position Title:</b>	Talent Acquisition Advisor		
<b>Program/Team:</b>	P&C		
<b>PD Version Number:</b>	V 1	<b>Date:</b>	1/05/2026
<b>People and Culture Review</b>			
<b>People &amp; Culture Signature:</b>	Senior Business Partner	<b>Date:</b>	1/05/2026