

Position	Community Development and Transition Coordinator
Status	Full-time – Fixed-term contract to 30 June 2027 (Project role)
Hours	76 hours per fortnight
Location	Redcliffe, Queensland
Reports to	Centre Manager, Redcliffe Medicare Mental Health Centre
Award and Classification	Social, Community, Home Care and Disability Services Industry Award (SCHADS), Community Services Worker - Level 5

Organisational Profile

Community is dedicated to supporting people across all life stages and experiences and empowering them to lead active, healthy and socially connected lives. Our programs enable people to maintain independence, engage with their community, manage their health and wellbeing and navigate life's challenges.

We deliver a broad range of programs and services across aged care, family and individual support, mental health, disability, housing and homelessness, alcohol and other drug recovery, asylum seeker support and the NDIS. Through our Neighbourhood Centres and Community Development Programs, we also provide emergency relief, social inclusion activities, food security initiatives, multicultural support, community gardens and venue hire.

Service Profile

The Medicare Mental Health Centre (MMHC) provides free, accessible and multidisciplinary mental health support for adults experiencing psychological distress, mental health crisis, severe mental illness or moderate to high levels of mental health need.

The centre offers a welcoming, inclusive and trauma-informed environment where people can access timely support without the need for a formal referral or out-of-pocket expense. Services include clinical assessment, brief intervention, care navigation, psychosocial support, peer and lived experience support, alcohol and other drug-informed practice, safety planning and connections to ongoing care.

The service accepts referrals from individuals, general practitioners, Brisbane North Primary Health Network, Queensland Health, emergency services, community organisations and other health and human service providers.

Purpose of the Position

The Community Development and Transition Coordinator supports the establishment, implementation, transition and ongoing development of the Medicare Mental Health Centre (MMHC) in Redcliffe through community engagement, stakeholder partnerships and project coordination to strengthen access to mental health services and improve community wellbeing.

Working collaboratively with the Centre Manager and multidisciplinary team, the position coordinates community consultation and co-design activities, builds relationships with key stakeholders, supports the Mental Health Care Partners pilot program, promotes awareness of the service and encourages community participation. The role contributes to service planning, research, evaluation, operational coordination and administrative activities to support the successful transition of the Centre and ensure services remain responsive to community needs, place-based, culturally safe and trauma-informed.

The Community Development and Transition Coordinator reports to the Centre Manager, Medicare Mental Health Centre - Redcliffe and works collaboratively with internal teams, community organisations, Brisbane North PHN, Queensland Health and other stakeholders to support successful service implementation, continuous improvement and positive community outcomes.

Selection Criteria

Knowledge and Skills

- Demonstrated knowledge of community development principles, community engagement, consultation and co-design methodologies.
- Demonstrated ability to develop, implement and evaluate community engagement, consultation and co-design initiatives, project plans and service improvement activities.
- Strong stakeholder engagement and relationship management skills, including the ability to build collaborative partnerships with community organisations, government agencies, health services and other key stakeholders.
- Excellent communication, interpersonal and facilitation skills, with the ability to engage respectfully and effectively with diverse communities.
- Demonstrated research, data collection, analysis and reporting skills to support service evaluation, planning and continuous improvement.
- High level organisational and project coordination skills, including the ability to manage competing priorities, meet deadlines and respond to changing community needs.
- Demonstrated computer skills, including Microsoft Office and relevant information management systems used for project coordination, reporting and record management.

Qualifications and Experience

Essential

- Relevant tertiary qualification in Community Development, Health Promotion, Public Health, Social Sciences, Health or a related discipline.
- Demonstrated experience in community development, including community consultation, co-design, partnership development and stakeholder engagement.
- Demonstrated experience developing, implementing and evaluating projects, programs or community initiatives aligned with best practice frameworks and funding requirements.
- Demonstrated experience contributing to research, evaluation and service improvement activities.
- Demonstrated ability to work collaboratively as part of a multidisciplinary team and contribute to a positive, inclusive and supportive workplace.

Desirable

- Experience working in mental health promotion or with people experiencing mental health and/or alcohol and other drug challenges.
- Knowledge of community mental health services, recovery-oriented practice and strategies to reduce barriers to accessing support.

Attributes

- Demonstrated commitment to community development principles, social inclusion, place-based practice, cultural safety and trauma-informed practice.
- Ability to build trusting relationships with people from diverse backgrounds through respectful, inclusive and strengths-based approaches.
- High level of professionalism, initiative, integrity and accountability.
- Flexible, adaptable and able to work effectively within a dynamic project environment.
- High level of attention to detail, with a commitment to maintaining accurate records, privacy and confidentiality.

Physical Requirements

- Ability to undertake the physical requirements associated with administration and community engagement activities, including prolonged computer use, sitting for extended periods, attending meetings, facilitating community consultation activities, driving and travelling throughout the local community.
- Ability to attend community events, stakeholder meetings and outreach activities across the Redcliffe and Moreton Bay region.
- Ability to work occasional evenings or outside standard business hours where required to support community engagement activities.

Mandatory Requirements

- Current Queensland Driver Licence.
- Current Blue Card and NDIS Worker Screening Clearance (or the ability to obtain and maintain these clearances).
- Current National Police Check (or the ability to obtain one).
- Compliance with Communitify policies, procedures and mandatory training requirements.

Responsibilities

Community Engagement and Consultation

- Develop, implement and review community consultation and co-design plans that support the establishment, implementation and ongoing development of the Medicare Mental Health Centre.
- Engage with a diverse range of stakeholders, including community groups, people with lived experience, mental health professionals and partner organisations, to inform service design and delivery.
- Facilitate community consultation activities that encourage meaningful participation and ensure services remain responsive to community needs.
- Regularly review and adapt community consultation and co-design activities to ensure they remain responsive to emerging community needs.
- Work collaboratively with First Nations communities, culturally and linguistically diverse communities and people with lived experience to ensure services are culturally safe, inclusive and responsive.
- Identify cultural considerations and barriers to access, and contribute to service design that promotes equitable and inclusive access to mental health services.
- Work collaboratively with the Communications and Marketing Team to develop and distribute promotional and engagement materials that raise awareness of the service and encourage participation.
- Promote community development principles, place-based practice, cultural safety and trauma-informed practice throughout consultation and engagement activities.

Service Development and Transition

- Support the Centre Manager to coordinate the transition of the service from a satellite Medicare Mental Health Centre to a full Centre.
- Engage with internal and external stakeholders to support awareness of transition activities, project milestones and service design.
- Assist with the implementation of the Mental Health Care Partners pilot program and other service development initiatives.
- Contribute to service planning, implementation, research and evaluation activities that strengthen service quality and participant outcomes.
- Identify community needs, service gaps and opportunities for continuous improvement through consultation, research and stakeholder feedback.
- Support ongoing evaluation of service effectiveness and contribute to the review and improvement of service delivery methods, workflows, documentation and operational processes in response to stakeholder feedback and evaluation findings.

Operational Support and Administration

- Provide operational and project coordination support to the Centre Manager and multidisciplinary team.
- Support the successful delivery of existing services while coordinating activities associated with the implementation and transition of new service initiatives.
- Coordinate consultation activities, meetings, events and other project-related logistics.
- Maintain accurate participant, stakeholder and project records in accordance with organisational requirements.
- Prepare reports and contribute to organisational, contractual and funding reporting requirements.
- Support data collection, record management, reporting and administrative processes that promote efficient service delivery and accountability.
- Assist with the coordination and promotion of group activities, community events and service initiatives.

Communication

- Communicate professionally, respectfully and collaboratively with participants, colleagues and stakeholders.

- Use recovery-oriented, trauma-informed, culturally safe and person-centred communication in all interactions.
- Communicate without judgement, bias or discrimination and promote inclusive engagement with diverse communities.
- Represent Communify positively and promote awareness of the Medicare Mental Health Centre within the community.

Relationships – Internal and External

- Develop and maintain effective working relationships with colleagues, multidisciplinary staff and organisational leaders.
- Build collaborative partnerships with community organisations, Brisbane North PHN, Queensland Health, primary healthcare providers, local services and other stakeholders.
- Strengthen referral pathways and collaborative relationships that improve access to mental health services.
- Represent Communify at community meetings, consultation forums, networking events and partnership activities.
- Promote collaboration across Communify services and programs and support timely internal referrals.

Team Contribution and Professional Development

- Contribute to a positive, collaborative and inclusive team culture.
- Participate in supervision, performance development, individual work planning and professional development activities.
- Maintain a high standard of professionalism, confidentiality and ethical practice.
- Participate in staff meetings, organisational initiatives, policy development and review.
- Undertake training and professional development relevant to the position and organisational priorities.

Quality Assurance

- Maintain accurate, timely and professional documentation, records and reporting.
- Contribute to research, evaluation and continuous improvement activities.
- Monitor and utilise participant, stakeholder and staff feedback to inform service evaluation and quality improvement activities.
- Ensure work is completed in accordance with organisational policies, funding requirements and best practice principles.

Work Health & Safety

- Maintain safe physical and psychosocial work environments for staff, participants and visitors.
- Comply with Communify's Work Health and Safety policies, procedures and legislative requirements.
- Identify hazards, contribute to risk mitigation and participate in incident reporting and resolution.
- Promote staff wellbeing and contribute to a safe, respectful and supportive workplace.
- Maintain the privacy, confidentiality and secure management of participant records and organisational information.

Diversity and Inclusion

Communify pays respect to the Traditional Custodians of the lands on which we work and acknowledges Elders past, present and emerging.

Communify is committed to fostering a diverse, inclusive and culturally safe workplace where everyone is treated with dignity, respect and fairness. We value the unique experiences, perspectives and contributions of our people and recognise the diversity within the communities we serve.

We welcome and encourage applications from people of all backgrounds and experiences, including Aboriginal and Torres Strait Islander peoples, culturally and linguistically diverse communities, LGBTIQ+ people, people living with disability, people seeking asylum and refugees, and people of all ages, genders and identities.



Appointment to this position is subject to a satisfactory criminal history check and any other mandatory employment screening or clearances required for the role.

Declaration

I confirm that I have read and understood the Position Description.

Name

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Signature

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Date

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