

Position Description

Position Title	Community Care Coordinator
Reporting To	Service Manager
Employment Status	Full-time
Classification	SCHADS Level 4
Team/Service	The Way Back NSW
Direct Reports	Service Manager / Senior Practice Leader
Date	August 2026

PROGRAM OVERVIEW

Neami National has been commissioned by the Central and Eastern Sydney PHN (CESPHN) to deliver, The Way Back NSW service.

The Way Back NSW is a suicide aftercare service providing support to people who have recently attempted suicide or have experienced a suicidal crisis. This is primarily a psychosocial support service providing one-on-one care coordination support to individuals. The service also has an integrated clinical care component for participants who require psychological support.

The Way Back NSW will deliver support in the form of assertive outreach primarily through face-to-face contact for a period of up to three months.

The Way Back NSW will support individuals to connect to both clinical and community-based services to meet individual need and circumstance, while also enhancing connection to supportive networks such as family friends' peers and carers.

Care-Coordination will focus on promoting strength and resilience and to improving the capacity of service participants to self-manage distress and improve overall wellbeing with the aim of reducing risk factors associated with suicide attempts or crisis.

POSITION OVERVIEW

Community Care Coordinators will provide compassionate, strengths based, consumer-led and culturally appropriate care and support to people after a suicide attempt or experience of distress/suicidal crisis.

Community Care Coordinators will provide short-term, one-on-one, flexible, psychosocial support and care coordination through assertive outreach. People will be supported to co-create safety plans and to develop wellbeing plans that guide their support. Support includes coordinating care with consumers, families and external stakeholders to navigate systems, services, and connection with supports available to them. Community Care Coordinators will build and maintain relationships with a number of stakeholders and community partners to facilitate holistic care for people accessing the service.

Community Care Coordinators work individually with consumers and will be supported within the team with regular opportunities to reflect upon their practice and access comprehensive training and development. Community Care Coordinators at Neami National function within a collaborative team approach and are supported by regular opportunities to reflect upon their practice and access comprehensive training and development.

THE POSITION

Key position Responsibilities, Duties and Accountabilities (standard - locked)

- Provide compassionate, non-judgemental support to consumers following a suicide attempt or experience of distress/suicidal crisis.
- Establish trust, rapport and build a therapeutic relationship with the consumer that is trauma-informed.
- Provide support to consumers and work in alignment to Neami's Collaborative Relational Practice (CRP) Framework.
- Provide support that is culturally competent.
- Respond to referrals into the service and provide short-term, psychosocial outreach support determined by individual need.
- Provide one-on-one service navigation and care coordination, in order to establish and maintain clinical, support and social networks.
- Provide assertive psychosocial outreach in the community.
- Respond to safety concerns in collaboration with the consumer, colleagues and managers, including additional services/supports or emergency response where required.
- Apply de-escalation practices to support consumer safety where required.
- Provide information and resources to support consumer wellbeing.
- Co-create safety plans and care/support plans with consumers.
- Work together with consumers to identify and regularly review their development towards identified goals.

- Provide follow up contact with consumers who have exited the service to ensure they continue to have access to the supports that facilitate ongoing care.
- Work closely with other health professionals in order to deliver the best possible comprehensive and integrated service to consumers and ensure continuity of care, including engagement with the individuals GP, or in the case where there is not a regular GP, linking them with one where agreed to by consumer.
- Work in partnership with relevant government and non-government service providers and community groups to support consumers in creating a support network.
- Collaborate with the consumers chosen support networks including carers, families and other supports, in providing information, resources and culturally appropriate support where required.
- Commitment to understand service consumer data requirements and to collaborate with consumer to gather relevant data.
- Consideration of individual and aggregated consumer data to inform practice and continuous service improvement.
- Actively participate in reflective practice, team meetings, decision-making processes, service planning session, supervision and staff development activities.

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.
- Ensure records management processes are followed, including the supervision of files and facilitating training when required.
- Foster a culture of learning and evaluation founded on routine monitoring and evaluation activity.
- Commitment to generate knowledge through fostering research and evaluation activities.
- Use of routine data (quantitative and qualitative) to monitor consumer experience, change and service impact over time.
- Commitment to involvement of people with relevant lived experience in the selection and operationalisation of measures of consumer outcome and experience.
- Capacity to read and interpret analysed consumer data reports and translate learnings into practice.
- Use of data aggregated at service, regional, state and national levels for learning, strategic planning and decision making, advocacy and promotion.

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.
- In addition to the position description accountabilities, all staff are expected to undertake any reasonable tasks as directed
- Work in line with Neami Credentialling and Scopes of Practice Policy and related procedures, including working within your individual scope of practice

THE PERSON

Experience, Knowledge, Qualifications, Skills and Attributes (locked)

Essential

- Relevant qualifications (minimum Cert IV level or other relevant qualification in human services) and/or experience and understanding of working with people experiencing distress, with mental health challenges, suicidality and/or deliberate self-harm.
- Ability to establish and maintain positive working relationships with partner agencies and organisations to strengthen community-based prevention and intervention initiatives.
- Experience liaising with external service providers, including specialist mental health services, GP's and other community-based services and organisations.
- Ability to establish respectful professional relationships that have clear boundaries with consumers, staff and partner organisations.
- Sound understanding of the personal, family, and social factors associated with suicidal ideation and attempts, including awareness of groups identified to be at increased risk of suicide.
- Demonstrated ability to work autonomously with minimal supervision and to respond to complex or competing tasks in a timely way.
- Strong computer literacy.
- Excellent verbal and written communication skills.
- A Valid Working with Children Check
- A Current Australian Drivers Licence

ACKNOWLEDGEMENT OF POSITION DESCRIPTION (locked)

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.