

Position Description

Position Title	Service Integration Coordinator
Job ID	
Reports to	Service Lead
Direct reports	No
Program/ service	Connected Care
Directorate	Services
Primary location	Tasmania – South, North or North-West (flexible) Work Arrangement Hybrid
Award & classification	SCHADS Award – Social and Community Services Employee Level 4
Designated role?	No <i>A designated role limits who can apply — for example, a role open only to Aboriginal and Torres Strait Islander people, or to people with lived or living experience. If yes, contact your P&C rep before proceeding.</i>
Last reviewed	Sep 2026

About Wellways

For close to 50 years, Wellways has worked with people, families, friends and carers to create an inclusive community where everyone can imagine and achieve their hopes and potential.

Founded by families advocating for better mental health support, lived and living experience remains at the heart of everything we do. Today, Wellways is one of Australia's leading mental health, wellbeing, carer and disability services organisations, supporting people of all ages experiencing mental health challenges or barriers to their physical, social and emotional wellbeing.

We work alongside people in their recovery journey, recognising that every person is the expert in their own life. Our approach focuses on strengths, aspirations and opportunities for connection, supporting people to build the life they want and participate fully in their community.

Our teams bring together lived and living experience, peer support, psychosocial and clinical expertise. We value each perspective equally, recognising that meaningful support is created when different forms of knowledge and experience work together with the person at the centre.

Beyond delivering services, we work to strengthen communities and drive positive change through advocacy, partnerships and system reform. Guided by our values of honesty, acceptance, fairness, commitment and participation, we connect people, strengthen families and transform communities. To learn more, visit www.wellways.org.

About Program/ Service

Connected Care is a statewide, integrated mental health service delivered by Wellways in partnership with Stride Mental Health and Clarity Health Care and commissioned by Primary Health Tasmania (PHT). Operating a 'no wrong door' approach and based on stepped care principles, the service supports adults aged 18 years and over to access mental health care and support at no cost. A centralised statewide after-hours service provides additional access to support outside core service hours.

A multidisciplinary team brings together clinical, psychosocial and peer expertise and, through proactive care coordination, outreach and flexible delivery approaches, supports equitable access and provides seamless, holistic care. People are supported to access the right level of care at the right time and move between levels of support as their needs change, without unnecessary interruption supporting recovery, wellbeing, continuity of care and positive outcomes.

The service works in partnership with participants, families and service providers to create coordinated pathways across health and community services.

Connected Care is person-centred, recovery-oriented and stepped-care based, using the Initial Assessment and Referral Decision Support Tool (IAR-DST). It connects people to the wider service system to support their mental, social, physical and emotional goals.

About the Role

The Service Integration Coordinator is a time-limited role that supports the establishment and early implementation of Connected Care by building connections with the broader health and community service system. Working under the direction of the Service Lead and to an agreed work plan, the role maps existing services, develops and maintains the Connected Care Support Catalogue, and supports the development of referral pathways and relationships with services ahead of, and through, the phased launch of the service.

Using established Wellways and Connected Care processes, and grounded in community development and co-design principles, the role works alongside statewide mental health services, general practice, primary health and community services, including services supporting diverse communities. The focus is on helping the 'no wrong door' approach work in practice, so that people can be connected to the right support at the right time.

The Service Integration Coordinator works closely with Connected Care leadership, the multidisciplinary team and consortium partners Stride Mental Health and Clarity Health Care.

This role involves regular travel across the region to meet with services and community organisations, attend network meetings and community events, and support engagement with Connected Care. Travel elsewhere in Tasmania may also be required.

Key Responsibilities

Role-specific Responsibilities:

Service Mapping, Pathways & Connections

- Undertake mapping of health, mental health, social and community services across the region, and build and maintain the Connected Care Support Catalogue in line with agreed formats.
- Keep service information in the Support Catalogue accurate and up to date, including eligibility, referral processes and contact details.
- Support the Service Lead to develop referral pathways and protocols with mental health and wellbeing services, PHT-commissioned providers, general practice, primary and allied health, and community health services.
- Build and maintain working relationships with community services that support wellbeing and recovery, including housing and homelessness services, financial counselling, family violence supports and carer supports such as Carer Gateway.
- With guidance, build and maintain relationships with Aboriginal Community Controlled Organisations and services supporting culturally and linguistically diverse, LGBTIQ+ and other diverse communities, to support culturally safe and accessible referrals.
- Help the Connected Care team to identify appropriate services and make warm referrals in line with established processes.
- Assist with the service level transition arrangements for people moving to Connected Care from existing services, under the direction of the Service Lead.

Stakeholder & Community Engagement

- Attend local interagency meetings, networks and community events as directed, sharing information about Connected Care and referral processes.
- Deliver information sessions and presentations about Connected Care to local services, GPs and community groups, using approved materials.
- Support community engagement and promotional activities ahead of the soft launch and through to full service launch, working with the Wellways marketing team and relevant leaders.
- Help identify opportunities to connect with hard-to-reach and under-served communities, and raise these with the Service Lead.
- Support co-design and engagement activities with people with lived and living experience, families, carers and community members.

Records, Reporting & Handover

- Complete tasks set out in the agreed work plan within the required timeframe, and report on progress, risks and issues to the Service Lead.
- Keep accurate records of stakeholder contacts, engagement activity and referral information, and contribute to reporting as requested.
- Collect and analyse information and feedback to support the evaluation of referral pathways and engagement activities and identify opportunities for improvement.
- Prepare information resources and guides for the team using established templates, to support their use of the Support Catalogue and referral pathways.

- Support the structured handover of service information, stakeholder contacts, referral information and resources to the Service Lead and the broader team at the conclusion of the role.

Governance, Quality & Risk

- Work in accordance with organisational, contractual and legislative requirements, including privacy, consent and information-sharing requirements relevant to engagement and referral activities.
- Identify and escalate risks, issues or barriers affecting referral pathways, stakeholder engagement or service integration in accordance with established processes.
- Report incidents, hazards and complaints in line with organisational processes.
- Contribute to quality improvement activities relevant to the role.
- Practise in a way that is recovery-oriented, trauma-informed, strengths-based, culturally safe, responsive and inclusive.

General Responsibilities:

The following responsibilities apply to all Wellways employees.

Conduct and compliance	- Act in accordance with the Wellways Code of Conduct (Working Together) and all relevant organisational policies and procedures.
Work health, safety and risk	- Take reasonable care for the health and safety of yourself and others, and report incidents, hazards and near misses promptly in accordance with Wellways Work Health and Safety policies and procedures. - Identify and manage risks within the scope of the role, escalating them where required, in accordance with Wellways policies and procedures, to support safe and effective service delivery.
Child safety	- Uphold the safety, rights and wellbeing of all children, promote a culture of child safety with zero tolerance for abuse and neglect, and follow Wellways' child safety reporting requirements and obligations.
Privacy and confidentiality	- Maintain the privacy and confidentiality of personal and health information and manage records in line with Wellways policies.
Inclusion and cultural safety	- Contribute to a safe, respectful and inclusive workplace, free from discrimination, bullying, sexual harassment and victimisation, and speak up about poor behaviour or concerns. - Work in a culturally safe and responsive way with Aboriginal and Torres Strait Islander People and people from diverse backgrounds.
Lived experience	- Support Wellways' commitment to the meaningful inclusion of lived experience by incorporating lived experience perspectives into work and decision-making, where appropriate to the role.
Quality and improvement	- Contribute to continuous quality improvement, including participation in reviews, audits and service development. - Seek and act on complaints and feedback to improve services.
Working with others	- Work collaboratively with colleagues to achieve shared organisational outcomes, contributing to a positive, inclusive and high performing culture. - Build and maintain effective, respectful professional relationships with internal and external stakeholders relevant to the role.
Professional development	- Engage actively in supervision, professional development and learning.

	- Complete all mandatory and role-related training, including refreshers, within required timeframes.
Other duties	- Manage and plan own work to meet individual goals and outcomes. - Undertake other reasonable duties as directed.

Key Selection Criteria

Qualifications, Experience and Skills

Essential:

- Tertiary qualification in community services, health promotion, social science or a related discipline, or a Certificate IV or Diploma in a related field with relevant experience.
- . Experience building working relationships across health, mental health or community services and supporting the development of referral pathways and connections between services.
- Understanding of community development principles and of recovery-oriented, trauma-informed and strengths-based practice.
- Knowledge of the range of services that support mental health and wellbeing, such as housing, financial counselling, family violence, alcohol and other drug, and carer support services.
- Ability to work in a culturally safe and respectful way with Aboriginal and Torres Strait Islander people and communities and with people from diverse backgrounds.
- Understanding of family and caring roles and the impact of caring on carers' wellbeing.
- Good communication skills, including confidence presenting and sharing information with groups and preparing clear written information.
- Good organisational skills and the ability to manage your own workload and meet timeframes within an agreed work plan.
- Ability to collect, interpret and use information and feedback to identify issues and opportunities for improvement.
- Proficiency in Microsoft Office and willingness to learn client management and other systems relevant to the role.
- Willingness to travel across the region and throughout Tasmania.

Desirable

- Knowledge of the Tasmanian health and community service system.
- Experience developing or maintaining service directories or resource guides.
- Personal lived experience of mental health challenges, or of caring for someone who has.

Compliance Checks

This role requires the following to be maintained throughout employment in accordance with Wellways' Workplace Compliance Screening Policy and Procedure:

- Right to work in Australia
- 100 points of ID
- Valid Driver Licence
- Satisfactory National Police Record Check

- International Police Check (if applicable)
- Current Working with Children Check
- Current NDIS Worker Screening Check
- NDIS Worker Orientation Module Certificate – Quality Safety and You

Our Commitments

Wellways is committed to reconciliation and acknowledges Aboriginal and Torres Strait Islander People as the Traditional Owners and Custodians of the land on which we live, work and play. We pay respect to their Elders past and present.

We are [committed to child safety](#), inclusive communities, workplaces, policies and services for people of all backgrounds and lived experiences, genders, sexualities, cultures, bodies and abilities.

Wellways is committed to prioritising the health and safety of employees and ensuring that all work is carried out in a safe and responsible manner. We will take all reasonably practicable measures to identify, eliminate or minimise risks to health and safety, including psychosocial risks, in our workplaces. Beyond minimising harm, we are committed to fostering a positive environment where people feel supported and able to thrive. Our commitment extends to protecting the wellbeing of all people in our workplaces, including service users, their families and the wider community.

Position Description Statement

This position description outlines the purpose, scope and key responsibilities of the role. It may be updated from time to time to reflect organisational changes. Where changes to this position description materially affect the role, Wellways will consult with the employee in accordance with applicable legislation and organisational policies.

By signing your employment agreement, you acknowledge that you have read and understood this position description.