

Position Description

Position Title	Service Navigator
Reporting To	Service Manager
Employment Status	Full Time Permanent
Classification	SCHADS Level 4
Team/Service	Medicare Mental Health Phone Service NT
Direct Reports	NA
Date	October 2026

PROGRAM OVERVIEW

The Service navigation roles are intended to provide non-clinical, community-based support for people experiencing a mental illness who are not funded through the National Disability Insurance Scheme (NDIS). The program aims to: — facilitate community recovery for people with severe mental illness through various support services — help people manage daily activities, build social skills, and engage in education and employment — provide support tailored to people's needs

From program overview:

The Commonwealth Psychosocial Support Program Supports are designed to support adults living in the community with severe, often episodic, mental illness. Eligible consumers are those affected by mental illness, including mood (affective) disorders (e.g. depression, bipolar disorder), anxiety disorders, personality disorders, psychotic disorders (e.g. schizophrenia, schizotypal and delusional disorders), eating disorders, substance use disorders, and trauma-related disorders.

The Service navigation roles are intended to provide early and easy access to health services are key factors in promoting positive health outcomes and sustained recovery, essentially for people with severe mental illness who are at higher risk of experiencing chronic disease and other health conditions. Service navigation activities aim to improve integration of local health services, promote multi-disciplinary care, and make the health system more accessible to people with severe mental illness and associated psychosocial disorders.

POSITION OVERVIEW

The Service Navigator is part of a multidisciplinary mental health team which includes clinical oversight, to deliver structured intake, assessment, triage, and referral services for individuals in the community who experience mental health challenges and are seeking support.

This position will assist consumers to have choice in accessing a range of relevant health and support services to achieve recovery goals and manage their health conditions on a day-to-day basis in the community. The role provides support to consumers, families, and carers to have a better understanding of the service options available across a range of service domains.

The Service Navigator will use the Initial Assessment and Referral Decision Support Tool (IAR-DST) to support triage and care recommendations, helping to match consumers to the most appropriate level of support based on their needs and circumstances.

The Service Navigator supports program leaders in actively identifying, engaging, and building strong relationships with key stakeholders across the system of care including the establishment of key partnerships, community engagement and promoting access to workforce and collaborative development opportunities. The position will promote effective multi-disciplinary care to service providers and enable understanding of psychosocial consumer referral pathways, available supports, service gaps and service capacity.

Service Navigators will work as part of a collaborative team approach, supported by regular opportunities to reflect upon their practice and access comprehensive training and supervision.

THE POSITION

Key position Responsibilities, Duties and Accountabilities

Service Delivery

- Provide support to consumers in alignment with Neami's Collaborative Relational Practice (CRP) and Co-creating Safety approach.
- Receive and review referrals by gathering relevant information to support access decisions, using professional judgement.
- Conduct pre-screening that helps determine likely eligibility, urgency, and appropriate next steps leveraging clinical oversight where required.
- Engage in initial contact and needs identification with consumers, using the IAR-DST to support triage and guide referral to appropriate services, where a comprehensive assessment has not already been completed.
- Provide service navigation support and information as appropriate, to assist people to connect seamlessly to the most appropriate local service to meet their identified needs.
- Provide service navigation support and information for health professionals working with consumers and carers.

- Engage consumers using a strengths-based approach and develop trusting and professional relationships.
- Promote the principles and practice of service coordination to ensure that consumers are at the centre of service delivery and receive a timely, coordinated response to their health and social needs.
- Provide follow up appointments with individuals, families, and carers as per program requirements.
- Undertake virtual outreach to remote community/health service providers as required.
- Seek to learn about the consumers interests, their connections with family and friends and work together with consumer to identify the areas of need.
- Support consumers to co-create safety plans and shared understandings of wellbeing, risk, and recovery goals, in alignment with Neami's Co-Creating Safety approach.

Working with community and other partners

- Support the establishment of key partnerships, a service directory, community engagement and promote access to workforce and collaborative development opportunities for primary health care professionals.
- Participate in partnership meetings with other intake and assessment services.
- Engage in collaborative project meetings, associated project training and support activities as required.
- Participate in local network meetings to facilitate service cross-promotion, referral pathways and the integration of local health services.
- Proactively participate in community engagement activities and promote the mental health and wellbeing of the community.

Participate Fully as a Team Member

- Collaborate closely with team members to ensure continuity of care and a quality, comprehensive service for consumers and carers.
- Complete documentation in a timely manner.
- Contribute and participate with management and colleagues in the development, implementation, monitoring and evaluation of the program.
- Actively participate in reflective practice through team meetings, decision-making processes, service planning sessions, supervision and staff development activities.
- Engage with your supervisor in completion of a probation assessment, an annual performance review, regular supervision and a corresponding training and development plan.

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.

- Commitment to understand service consumer data requirements and to collaborate with consumers to gather relevant data.
- Consideration of individual and aggregated consumer data to inform practice and continuous service improvement.

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.
- Have a commitment to the safety and wellbeing of children and young people.
- Work in line with Neami Credentialling and Scopes of Practice Policy and related procedures, including working within your individual scope of practice.
- Maintain awareness of the mental health consumer movement, lived experience practice, and peer workforce models. Additionally, ensure a commitment to understanding and championing lived experience principles and practices, and actively support the lived experience workforce as an ally.
- In addition to the position description accountabilities, all staff are expected to undertake any reasonable tasks as directed.

THE PERSON

Experience, Knowledge, Qualifications, Skills and Attributes

Essential

- Formal tertiary qualification in a related field and/or equivalent experience working in a relevant setting.
- Demonstrated understanding of the mental health sector or equivalent.
- Experience working with consumer information systems, maintaining accurate documentation and data collection.
- High level of interpersonal skills and emotional intelligence.

- Strong capacity to engage effectively when working with discomfort, distress and people experiencing crisis.
- Proven ability to work autonomously with minimal supervision and to prioritise multiple tasks to meet conflicting deadlines.
- Ability to establish respectful professional relationships that have clear boundaries with consumers, staff and partner organisations.
- Ability to adapt communication style to meet the needs of a diverse range of people and identify changing needs within a group.
- Transferable sector knowledge and experience.
- Awareness of risk assessment and principals of risk management.
- Commitment to trauma-informed, recovery-oriented, and culturally responsive practice.
- Strong computer literacy.
- A valid Working with Children Check.

ACKNOWLEDGEMENT OF POSITION DESCRIPTION

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.