

Position Description

JOB TITLE CALD Care Navigator

DATE October 2026

REPORTS TO Manager, Programs Operations and Innovation

Primary Purpose of Position: The CALD Care Navigator works collaboratively with consumers from culturally and linguistically diverse (CALD) backgrounds to improve access to mental health (MH), alcohol and other drug (AOD), and community supports. The role facilitates person-centred, culturally safe, and integrated care, ensuring consumers are connected to the right service at the right time. The Care Navigator reduces barriers to access, provides practical support, and strengthens pathways between the Centre and external service providers.

Odyssey NSW is a community organisation that works at reducing addiction and its' impact on individuals, families, carers, and communities.

Our Vision: A world free of addiction.

Our Purpose: To build safe and healthy communities by reducing the impact of substance use on individuals, families, carers and communities.

Our Values:

Respect We demonstrate consideration and regard for the feelings, beliefs and rights of others.

Integrity We act with honesty and adhere to consistent moral and ethical values and principles through our personal and professional behaviours.

Professionalism We are committed to excellence by maintaining our professional boundaries and fulfilling responsibilities in an accountable, inclusive and objective manner.

Creativity We trust in our limitless potential.

Location: Gosford/ Tuggerah or Caringbah NSW
This role may require travelling between other Odyssey House NSW sites as required.

Employment Status: Full Time

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POSITION DESCRIPTION	
Key Areas	Key Responsibilities
Care Navigation and Support	• Provide culturally responsive information, guidance, and practical support to CALD consumers and their families/carers to help them understand and access appropriate mental health, AOD, and community services. • Undertake collaborative, culturally informed needs assessments to identify unmet needs, goals, cultural preferences, and barriers to access, ensuring communication is adapted to language and cultural requirements. • Act as a central, trusted point of contact for CALD consumers, facilitating warm referrals and supported introductions to services that align with their cultural identity, language needs, and personal preferences. • Strengthen and maintain seamless referral pathways across the region, with a particular focus on culturally safe providers, multicultural organisations, refugee health services, and ethno-specific community supports. • Coordinate interpreter involvement, prepare consumers for appointments, and provide follow-up to ensure successful engagement and continuity of care. • Promote warm referral processes across the service system to reduce fragmentation and improve access and equity for CALD communities.
Community Engagement and Participation	• Research, develop, and maintain strong relationships with multicultural organisations, refugee health services, ethno-specific community groups, faith-based organisations, and other sector partners to enhance access, inclusion, and participation for CALD consumers. • Promote services within CALD communities, ensuring information is culturally accessible and delivered in ways that build trust, reduce stigma, and increase awareness of mental health and wellbeing supports. • Participate in community engagement activities, outreach events, and culturally significant gatherings as directed, representing the Centre in a culturally respectful and inclusive manner. • Identify and develop opportunities for additional participatory mechanisms—such as advisory groups, feedback forums, co-design workshops, or community consultations—that encourage meaningful engagement and involvement of CALD communities. • Work collaboratively with internal and external stakeholders to strengthen culturally safe pathways, reduce barriers to access, and support the mental health and wellbeing of CALD populations across the region.
Record keeping and Reporting	• Maintain accurate, timely, and culturally sensitive documentation and client records in line with organisational policies, Centre requirements, Odyssey guidelines, and professional standards. • Record consumer needs, referrals, outcomes, cultural considerations, and follow-up actions, ensuring high-quality case notes and quantitative data capture.

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	• Use the Client Management System and all required assessment, outcomes, and documentation tools, contributing to program-wide and service-wide data collection, reporting, and analysis. • Support continuous service improvement by contributing CALD-related insights to initiatives focused on access, engagement, and cultural safety.
Clinical Governance and Quality Improvement	• Participate in Clinical Governance processes in line with Odyssey Clinical Governance Framework and the requirements of the Centre. • Participate in quality improvement processes, including Incident Management and ongoing evaluation processes
Additional Responsibilities	• Work collaboratively with clinicians, peer workers, and other team members to support integrated care. • Participate in case discussions, multidisciplinary meetings, and care planning. • OHNSW takes safeguarding children, young people and vulnerable adults seriously, and as an employee, you are required to meet the behaviour standards outlined in our Code of Conduct and Safeguarding Policy for Children and Young People. • Reporting any concerns of abuse and neglect in alignment with the code of conduct, safeguarding policy for children and young people. • Maintain professional boundaries and client support in challenging and emotionally charged scenarios. • Fulfil other tasks and duties as required.

ESSENTIAL CRITERIA

Qualifications	• Relevant VET qualifications or Tertiary qualifications in relevant field
Experience	• Demonstrated experience working with CALD communities, including understanding of cultural beliefs, migration experiences, stigma, and barriers to accessing mental health and AOD services. • Experience in service navigation, case coordination, or community support, ideally within mental health, AOD, or community services. • Highly developed communication skills, including the ability to adapt communication styles, work effectively with interpreters, and explain complex information in accessible ways. • Demonstrated ability to build rapport and trust with individuals who may be experiencing distress, trauma, or uncertainty about engaging with services. • Knowledge of local mental health, AOD, and community service systems, including referral pathways and eligibility requirements. • Ability to undertake culturally responsive needs assessments, identify barriers, and co-design goals with consumers. • Strong organisational and time-management skills, with the ability to manage competing priorities and maintain accurate documentation. • Demonstrable emotional resilience and maintenance of professional boundaries when managing challenging or unpredictable client situations.

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	• Commitment to trauma-informed, person-centred, and recovery-oriented practice.
Skills and Knowledge	• Computer literacy including understanding of MS Office Suite and use of Client Management Systems (CMS's) • Understanding of the principles of the Privacy Act and its practical implementation in service delivery. • Knowledge of and commitment to implement the principles of WHS, EEO and continuous Quality Improvement. • The ability to regulate emotions, remain calm and be emotionally resilient while interacting and supporting clients with high levels of emotion and at time emotionally disturbing conversations.

SPECIAL CONDITIONS

Desirable Criteria	• Lived experience as a member of a CALD community or experience working in multicultural or refugee health settings. • Proficiency in a language other than English. • Experience working with AOD services or supporting individuals with co-occurring MH and AOD needs. • Experience in community outreach, engagement, or partnership development.
Other Requirements	• Current NSW Drivers Licence • Unlimited rights to live and work in Australia. • Current suitable National Police check • Current Working with Children Check (WWCC) for paid employment • COVID vaccinated

This job description serves to illustrate the scope and responsibilities of the post and is not intended to be an exhaustive list of duties. You will be expected to perform other job-related tasks requested by management and as necessitated by the development of this role and the development of the business.

ACKNOWLEDGEMENT

As the incumbent of this position, I confirm I have read the Position Description, understand its content and agree to work in accordance with the requirements of the position.

SIGNED

CALD Care Navigator

Name: _____

Date: _____