



Position Description (PD)

1. Position Overview

Position Title: Care Coordinator

Program / Service: Community Services

Award / Classification: SCHADS Award – Level 4

Reports To: Community Services Program Team Leader

Direct Reports: Nil

2. Position Purpose

The Care Coordinator provides assessment, care coordination, case management, service navigation and support planning services across Community Services #1 programs.

The position supports individuals, families and carers to access services, achieve identified goals and improve wellbeing outcomes through person-centred, strengths-based and culturally responsive practices.

The role may operate across multiple programs, funding streams, service models and client cohorts. The Care Coordinator is responsible for coordinating services, monitoring outcomes and ensuring services are delivered in accordance with relevant legislation, funding agreements, contractual obligations and organisational requirements.

3. Key Accountabilities

1. Operational & Service Delivery

- Conduct intake, assessment and eligibility activities.
- Undertake comprehensive needs and risk assessments.
- Develop, implement, coordinate and review support, care and service plans.
- Coordinate services and supports to address identified goals and needs.
- Monitor client progress and adjust support arrangements as required.
- Facilitate referrals and connections to internal and external services.
- Support clients to transition into, between and out of services and programs.
- Maintain a person-centred, strengths-based and culturally responsive approach to service delivery.
- Exercise sound professional judgement in response to client needs and changing circumstances.
- Manage an allocated caseload in accordance with operational and funding requirements.

2. Quality, Compliance & Risk

- Ensure all service delivery activities are undertaken in accordance with legislation, funding requirements, contractual obligations and organisational policies.

- Identify, assess and appropriately respond to client, operational and service delivery risks.
- Escalate complex risks and concerns through established organisational processes.
- Maintain accurate, complete and timely documentation, case notes and client records.
- Ensure compliance with privacy, confidentiality and records management requirements.
- Participate in quality assurance, auditing and accreditation activities.
- Support the monitoring and achievement of service quality and client outcomes.
- Report incidents, complaints and feedback in accordance with organisational requirements.

3. Leadership & Capability

- Demonstrate accountability for the quality and outcomes of services delivered.
- Contribute positively to team performance and organisational culture.
- Share knowledge and support collaborative practice across service areas.
- Maintain professional knowledge relevant to community, health and aged care environments.
- Participate in supervision, performance review and professional development activities.
- Adapt to changing operational, funding and service delivery requirements.

4. Stakeholder & Relationship Management

- Develop and maintain effective relationships with clients, families, carers and representatives.
- Build productive partnerships with community organisations, service providers, government agencies and stakeholders.
- Participate in multidisciplinary meetings, case conferences and collaborative planning activities.
- Advocate for client needs and outcomes where appropriate.
- Assist clients to navigate service systems and referral pathways.
- Respond professionally to enquiries, concerns and feedback.
- Promote service awareness and facilitate access to available supports.

5. Continuous Improvement & Systems

- Participate in continuous improvement, quality and service development initiatives.
- Contribute to service evaluations and program reviews.
- Support data collection, reporting and performance monitoring activities.
- Identify service gaps, emerging trends and opportunities for improvement.
- Contribute to the development and review of procedures, resources and operational practices.
- Maintain proficiency in organisational systems and technologies.
- Support implementation of organisational and sector reforms.

4. Mandatory Legislative & Governance Responsibilities

The role holder is required to:

- Maintain accurate and complete records in accordance with statutory, audit, funding, and organisational requirements.
- Protect personal and sensitive information in accordance with the Privacy Act 1988 (Cth) and confidentiality obligations.
- Identify and report WHS risks, hazards, and incidents are reported in accordance with the WHS Act and organisational procedures.
- Comply with the Fair Work Act and relevant industrial instruments when supervising or directing staff.
- Ensure conduct and decision-making complies with anti-discrimination, equal opportunity, and anti-bullying legislation.
- Act ethically and in accordance with organisational values, policies, and codes of conduct.
- Perform other duties as directed, commensurate with the scope and expectations of the role.

5. Key Relationships

Internal

Relationship	Purpose
Team Leader/Coordinator	Direction, reporting, escalation, Supervision
Operations Team	Integrated service delivery and coordination
Corporate Support Teams	Finance, people, compliance, systems

External

Relationship	Purpose
Clients, carers and representatives	Assessment, care planning and service coordination
Community Organisations and Service Providers	Referrals, coordination and integrated service delivery
Government and Funding Bodies	Program delivery, reporting and compliance
Relevant Health Professionals	Collaborative care planning and support
Relevant Regulatory and Quality Bodies	Compliance, audit and quality assurance

6. Capabilities & Selection Criteria

Qualifications

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- Relevant Certificate IV/Diploma qualification in Community Services, Disability Support, Aged Care, Social Work, Health Services or a related field, with demonstrated relevant experience.

Experience

- Demonstrated experience in care coordination, case management, support coordination or related service delivery roles.
- Experience working with individuals, families and communities with diverse and complex needs.
- Experience developing, implementing and reviewing support or care plans.
- Experience coordinating services and facilitating referrals.
- Experience maintaining client records and documentation.

Knowledge & Skills

- Knowledge of person-centred, strengths-based and culturally responsive practice.
- Understanding of risk assessment, safeguarding and duty of care principles.
- Strong communication and stakeholder engagement skills.
- Well-developed organisational and time management skills.
- Ability to prepare accurate documentation and maintain client records.
- Ability to use client management and information systems.
- Understanding of community services, health, disability or aged care service systems.

Values & Behaviour

- Demonstrates ethical leadership, respect, and commitment to positive community outcomes.

7. Role Scope & Authority

Area	Description
Decision Making	Assess, coordinate and review client supports within delegated authority and organisational frameworks
Financial Responsibility	Manage approved client supports, service expenditure and package budgets where applicable and within delegation
People Responsibility	No formal people management responsibility
Compliance Framework	Operate in accordance with relevant legislation, funding agreements, contractual obligations, service standards and organisational policies and procedures

8. Work Health and Safety requirements:

Community Services based roles:

- Ability to meet the physical and psychological demands of community-based work.
- Capacity for manual tasks and working across varied environments (office, outreach, client settings).

- Demonstrated resilience and ability to manage complex or sensitive situations effectively.

Office-Based Roles

- Ability to meet the physical demands of a sedentary role, including prolonged sitting and computer use.
- Capacity to maintain focus, manage workload pressures, and work safely in an ergonomic environment.
- Capacity for manual tasks and working across varied environments (office, outreach, client settings).

For all

- Ability to perform the inherent requirements of the role, with or without reasonable adjustment.

9. Employment Conditions

- Maintain required licences (Drivers), checks (National Police Check and Working with Vulnerable People/Working with Children Check), First Aid Certificate and mandatory training
- Comply with organisational policies and procedures
- Participate in supervision, performance review, and professional development
- Role may require flexible hours and travel between services

10. Workforce Flexibility

The Care Coordinator is employed as a multi-program service delivery role. The employee may be allocated responsibilities across different funding streams, service areas, and client cohorts in accordance with operational requirements.

Allocation to a specific program does not alter the substantive nature, classification level or purpose of the position.

11. Acknowledgement

Name	Signature	Date
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Employee

Manager