

Position Information

Position Title	Coordinator Aged Care Programs
Program	Aged care Services
Reports to	Team Leader Aged Care
Direct reports	In home support workers / support staff
Award	Social, Community, Home Care and Disability Services Industry Award 2010
Award classification	Level 4

Organisation Information

TeamHEALTH has supported people living with mental illness across the Northern Territory for more than 30 years. Established by family members and service providers, TeamHEALTH was initially created to provide stable and safe accommodation and support for people living with mental illness. Since then, TeamHEALTH has grown into a leading provider of mental health and wellbeing supports across the Top End, delivering services spanning prevention and early intervention, psychosocial rehabilitation, housing, community mental health, aged care and NDIS.

TeamHEALTH's vision is that all people should lead a full and valued life. This is articulated through our purpose and operational philosophy of creating community capacity for good mental health, to enable people to live a full and valued life through the provision of supports, advocacy and education. We see success in achieving our purpose as consolidating what we do well, using evidence-based approaches, listening to our participants, community and workforce and remaining an adaptable, skilled organisation.

TeamHEALTH's supports are grouped into the following categories:

- Early Intervention, telehealth and low intensity mental health groups
- Child and Family Wellbeing Services
- Psychosocial Community mental health
- Residential Psychosocial Rehabilitation
- Community Housing, transitional accommodation and brokerage
- NDIS psychosocial disability support
- Aged Care

Accredited to the National Standards for Mental Health Services, the NDIS Quality and Safeguarding Framework, the National Regulatory System for Community Housing and the Aged Care Quality Standards, TeamHEALTH is committed to quality service delivery and supporting participants to pursue their goals.

Position Summary

The Coordinator, Aged Care Programs is responsible for coordinating and supporting the delivery of in-home and community-based support services for older people.

Reporting to the Team Leader, the Coordinator provides day-to-day coordination, workforce support and service oversight, ensuring high-quality, person-centred services that enable individuals to remain safely and independently in their own homes.

The role supports people with diverse and complex needs, including mental ill health, cognitive decline, social isolation, housing instability and environmental risks such as hoarding and squalor.

Using a person-centred, trauma-informed and strengths-based approach, the Coordinator leads assessment, support planning, service coordination and review processes, while ensuring services are delivered in line with aged care standards, program requirements and organisational policies.

Key Result Areas

1. In-Home Support

- Coordinate and deliver supports in line with individual support plans and participant preferences
- Undertake intake, assessment, support planning and review processes
- Monitor participant wellbeing, behaviour and circumstances, escalating risks or concerns as required
- Coordinate services to support individuals to maintain independence and remain living at home safely
- Support engagement of families, carers and relevant stakeholders in service delivery
- Coordinate short-term case management and complex support responses
- Respond to issues including hoarding and squalor, mental health, cognitive decline and social isolation
- Facilitate access to wraparound supports and services
- Identify service gaps and contribute to program development and improvement

2. Relationship Management

- Build and maintain effective relationships with internal programs and external stakeholders
- Work collaboratively with aged care, health, housing and community services to support coordinated outcomes
- Engage effectively with people from Aboriginal and culturally diverse backgrounds, ensuring culturally safe practice
- Uphold TeamHEALTH values of Integrity, Accountability, Wellbeing and Respect

3. Team Management

- Provide day-to-day coordination, mentoring and support to in-home support staff
- Assist with rostering, scheduling and workload allocation
- Support staff induction, training and development
- Promote safe work practices, particularly in complex or higher-risk home environments
- Contribute to team meetings, supervision and performance processes

4. Reporting and Administration

- Maintain accurate and up-to-date case notes, support plans and documentation

- Support data collection, reporting and monitoring of service delivery
- Assist with administrative and financial processes in line with program requirements
- Ensure documentation and services align with aged care standards and organisational policies
- Participate in audits, reviews and continuous improvement activities

Key Selection Criteria

TeamHEALTH recognises the value of experience in all facets of life and work and encourages individuals with a lived experience of mental illness to apply.

All TeamHEALTH Staff

1. A National Police Certificate that was issued less than two years ago or proof of an application for a National Police Certificate.
2. A current Driver’s Licence.
3. NDIS worker screening clearance.
4. NDIS Worker Orientation Module Certificate.

Essential for Position

- Certificate IV in Aged Care, Mental Health, Community Services or related field
- Demonstrated experience in in-home or community-based support services
- Experience in assessment, support planning and/or coordination of services
- Strong understanding of person-centred and trauma-informed practice
- Ability to work with people with complex and diverse needs
- Demonstrated ability to support, guide and develop staff
- Strong communication, organisational and time management skills
- Ability to work autonomously and manage competing priorities

Desirable for Position

- Knowledge of aged care systems, standards and reforms
- Experience working with people with complex environmental or psychosocial needs (e.g. hoarding/squalor)
- Experience working with Aboriginal communities and culturally diverse populations
- Diploma or higher qualification in a relevant field

Position Description Approval

Approved by	Gilliann Frew Executive Manager, Services
Date approved	15 May 2026
Signature	