

Position Information

Position Title	Coordinator
Program	Child and Family Wellbeing Service; Ladybird House Program
Reports to	Team Leader
Direct reports	Child and Family Wellbeing Workers; Wellbeing Workers
Award	Social, Community, Home Care and Disability Services Industry Award 2010
Award classification	Level 4

Organisation Information

TeamHEALTH is a for-purpose organisation dedicated to supporting people living with mental health challenges across the Northern Territory. We are the only non-faith-based, grassroots mental health organisation focused solely on the NT. Our deep connection to the Territory means we understand the unique needs of our communities — from urban centres to remote regions.

TeamHEALTH was founded in 1987 by a group of passionate family members and service providers who wanted better care for their loved ones living with mental illness. Their vision — grounded in compassion, community, and hope — became the foundation for the organisation we are today.

- [Who We Are | TeamHEALTH](#)

With accreditation to the National Standards for Mental Health Services, NDIS Quality and Safeguarding Framework, National Regulatory System for Community Housing and the Aged Care Quality Standards, TeamHEALTH continues to focus on ensuring quality service provision and the pursuit of goals with participants.

Position Summary

Reporting to and working closely with the Team Leader, the Coordinator will assist in the ongoing development and delivery of the Child and Family Wellbeing Service and Ladybird House Programs in Katherine and the Big Rivers region, to ensure integrated, high-quality service delivery across both programs.

The aim of the Child and Family Wellbeing Service is to support children and young people who are showing early signs of, or are at risk of developing a mental illness, to improve their wellbeing and enable them to better participate in their communities and reach their full potential.

The Ladybird House Program is a transitional accommodation service that provides a safe and supportive environment for women requiring short-medium term stabilisation, often following periods related to domestic and family violence, homelessness, or complex psychosocial needs. TeamHEALTH works alongside participants to strengthen safety, recovery, independence, and connection, while promoting clear pathways to sustainable housing and longer-term stability through coordinated, strengths-based support planning.

The Coordinator will be required to deliver strength-based case management in line with program guidelines, and support Child and Family Wellbeing Service and Ladybird House Program staff in reaching their key performance indicators and delivering key outcomes for the programs.

The Coordinator will work closely with the Team Leader and Regional and Remote Manager to develop strong community relationships with key stakeholders in the Katherine and Big Rivers region. They will assist in establishing good referral pathways, into and out of the Child and Family Wellbeing Service, Ladybird House

program other programs with TeamHEALTH, in order to reach women and children, young people, families and carers, who may not otherwise engage with the mental health or children's services sector.

The Coordinator will play a key role in supporting, supervising and training the local Child and Family Wellbeing Service staff in the Team Leader's absence and make recommendations to the Team Leader on gaps identified in the service.

Under the direction of the Team Leader, the Coordinator will provide education and training to promote mental health awareness to program participants and the community.

The Coordinator may be required to support other programs in TeamHEALTH, and at times travel to remote locations which may require overnight or weekly absences.

Key Result Areas

1. Participant Support Services

- 1.1. Take a lead role in providing a range of flexible, responsive and non-clinical mental health support services to meet the identified needs of program participants.
- 1.2. Oversee the development and monitoring of Family Action Plans with participants developed to provide intensive, long-term or early intervention support.
- 1.3. Provide short-term information or coordinated support services and case management to young people and families and ensure that services provided are child-centred, family focused, strengths-based and holistic.
- 1.4. Ensure participant confidentiality is maintained at all times.
- 1.5. Undertake assessments and intake of participants referred to the program, ensuring that the services are tailored to the participant, including their cultural needs and circumstances and in accordance with the funding agreement.
- 1.6. Facilitate the referral to other services where required and appropriate.

2. Relationship Management

- 2.1. Foster and maintain effective and professional internal and external working relationships including with TeamHEALTH staff and key stakeholders.
- 2.2. Maintain a safe and positive relationship when working with people experiencing vulnerability including children and young people.
- 2.3. Work effectively with First Nations people and those from Culturally and Linguistically Diverse (CALD) backgrounds.
- 2.4. Uphold the TeamHEALTH values of Integrity, Accountability, Wellbeing and Respect in all engagement with staff, participants, carers and external contacts.

3. Team Management

- 3.1. In consultation with the Team Leader, provide leadership, coaching and oversee day to day running of the Child and Family Wellbeing Service.
- 3.2. Support the Ladybird House Program in Katherine with administrative responsibilities as required.
- 3.3. Assist the Team Leader with the training of staff in and establish effective participant engagement in accordance with Family Action Plans.
- 3.4. Assist the Team Leader in regular support and supervision of team members, including continued professional development and performance reviews.

4. Mental Health Promotion & Facilitation

- 4.1. In consultation with the Team Leader and Engagement and Communications Officer, plan the coordination and delivery of community outreach, mental health promotion/education and community development activities to increase local capacity to identify, understand and respond to mental health needs including of children, young people and women.
- 4.2. Facilitate mental health literacy education sessions in an engaging, confident and age-appropriate way.
- 4.3. Adapt service delivery in response to diverse and dynamic context for example, children's ages, learning difficulties, disability, group numbers, cultural norm and language barriers.
- 4.4. Complete data reporting requirements associated with service delivery and in line with funding requirements, including pre and post program evaluations.
- 4.5. In collaboration with the Team Leader assist in the development and management of appropriate program resources.

5. Reporting and Administration

- 5.1. Develop and document outcomes of Family Action Plans on a regular basis and assist the Team Leader to undertake relevant data collection and evaluation.
- 5.2. Ensure participant case notes are regularly updated Family Action Plans are documented and outcomes are reviewed quarterly, and Participant Information Sheets and consent forms are updated six monthly.
- 5.3. Ensure that all internal and external reporting, where required, is accurate and completed within timeframes required by funding agreements and TeamHEALTH.
- 5.4. Participate in the development and use of evaluation tools and processes, in-line with the program funding agreements.
- 5.5. Actively participate in regular supervision with the Team Leader, including continued professional development and performance reviews.

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. A current Ochre Card.
4. NDIS Worker Orientation Module Certificate.

Essential for Position

5. Demonstrated understanding of a strengths-based, person centred and culturally responsive approach when supporting people with mental health conditions including children, young people, women and families.
6. Demonstrated knowledge and/or experience working in rural and remote settings.
7. Demonstrated ability to build relationships and communicate effectively with key stakeholders including participants, community members and other services.
8. Experience in leading, coaching and developing staff to ensure they perform and reach their full potential.

9. Demonstrate a high level of communication skills, including written and verbal, and demonstrated computer literacy.
10. Demonstrated ethical work practices including the limits of confidentiality and the use of appropriate personal boundaries.

Desirable for Position

11. Minimum of Tertiary or Diploma level qualification in a relevant health or welfare discipline.
12. Demonstrated knowledge and/or experience working in rural and remote settings.
13. Experience in the delivery of training and education to young people and adults in both individual and group settings

Position Description Approval

Approved by	Sabeeha Nihad, Executive Manager
Date approved	13 July 2026
Signature	