

Position Description

Position Information

Position Title	Transitional Housing Program Coordinator
Program	Housing
Reports to	Team Leader
Direct reports	Wellbeing & Recovery Workers
Award	Social, Community, Home Care and Disability Services Industry Award 2010
Award classification	Level 4

Organisation Information

TeamHEALTH has been providing services to people with mental illness in the Northern Territory for over 30 years. TeamHEALTH was established by a group of relatives and service providers of people with a mental illness who wished to provide stable, safe, accommodation for their family members.

Over time TeamHEALTH has developed and now provides a range of supports focusing on prevention, early intervention and recovery including residential services for people with severe and persistent mental illness, a community housing service, individual recovery and group-based support, together with early intervention support, home based aged care support, mental health promotion and education.

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. Success in achieving our purpose requires consolidation of existing work, the use of evidence-based approaches and an adaptable skilled organisation.

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 tenants.

Position Summary

The Coordinator supports the day to day operations of TeamHEALTH's housing programs, working closely with the Team Leader to ensure the effective delivery of services across a continuum of prevention, early intervention, and crisis support.

Guided by the Team Leader, the Coordinator will assist in the development, implementation, and delivery of homelessness support services that promote long term housing stability. The role is central to coordinating tailored support for individuals experiencing or at risk of homelessness, including those facing complex challenges such as mental ill-health, justice involvement, or family and domestic violence.

With a practical, hands-on approach, the Coordinator plays a central role in coordinating tenant support, managing referrals and intakes, overseeing accommodation logistics, and supporting frontline staff to provide trauma-informed, person-centred services.

The role focuses on ensuring timely, high-quality service delivery that supports individuals with complex needs including those experiencing homelessness, exiting correctional facilities, or experiencing domestic and family violence to access safe accommodation and achieve sustainable housing outcomes.

The Coordinator will play a key role in developing and maintaining collaborative partnerships that enable tenants to access safe, appropriate accommodation and essential wraparound supports as identified in their Individual Support Plans. The role will also be responsible for identifying service gaps or barriers that impact tenants housing outcomes and making recommendations to the Team Leader on strategies to strengthen responses and improve housing pathways.

At times the Coordinator may be required to provide support or assistance to other areas within TeamHEALTH which may involve travel that entails overnight or weekly absences.

The housing and homelessness programs aim to:

1. Provide early intervention for individuals at risk by delivering tailored support to prepare them for and connect them with stable housing options, such as social housing, affordable housing, or private rental thereby reducing the likelihood of homelessness and associated trauma.
2. Support individuals currently experiencing homelessness through a housing first approach, offering immediate access to appropriate accommodation alongside wrap around support services.
3. Provide accommodation and intensive support for people exiting correctional facilities, providing stable, safe, and supportive housing that reduces risk of reoffending by empowering tenants with the skills and resources needed to live independently.

Key Result Areas

1. Tenant Support Services

- 1.1. Take a lead role in the intake process of tenants referred to TeamHEALTH and coordinating services that focus on prevention, recovery and strength-based approach in consultation with relevant stakeholders.
- 1.2. Coordinate an activity program that aims to build skills that will improve the quality of life for individuals through the provision of structured and socially based day activities.
- 1.3. Develop a staffing roster and manage shift cover and staff absences.
- 1.4. Oversee and support staff to utilise, in consultation with tenants and where appropriate, significant others as identified by the tenant. Individual support plans are to be developed using an Outcomes Tool that fosters a holistic, person-centred approach and aims to increase independence and should be reviewed on a 3-monthly basis.
- 1.5. In consultation with the Program Manager, assist in the development of policies, instructions, tools, and operational guidelines relevant to service provision.
- 1.6. Support the Property Coordinator to ensure an appropriate level of support is being provided to those residing in TeamHEALTH's Housing.

2. Relationship Management

- 2.1. Foster and maintain effective and professional working relationships with TeamHEALTH's key stakeholders and clinical service providers including organisations with which there is a service agreement or operational protocol.
- 2.2. Work effectively with persons of Indigenous and Culturally and Linguistically Diverse (CALD) backgrounds.
- 2.3. Uphold the TeamHEALTH values of Integrity, Accountability, Wellbeing and Respect in all engagement with staff, Tenants, carers and external contacts.

3. Team Management

- 3.1. Provide mentoring and day to day management of the Team in consultation with the Program Manager.
- 3.2. Oversee the training and onboarding of staff to ensure they are equipped to undertake all duties of their role, and establish processes to support ongoing compliance to relevant policies, practice standards, and funding requirements.
- 3.3. Assist the Program Manager in regular support and supervision of team members, including continued professional development and performance reviews.

4. Reporting and Evaluation

- 4.1. Assist the Program Manager to undertake relevant and accurate data collection and evaluation, including monitoring and measuring outcomes.
- 4.2. Ensure tenants case notes are updated daily, and all other relevant documentation in relation to tenants are completed in accordance with TeamHEALTH's policy and instructions.
- 4.3. Actively participate in regular support and supervision with the Program Manager, including professional development and performance reviews.
- 4.4. Ensure that all internal and external data collection is accurate and completed within timeframes required by funding agreement and/Program Manager.

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

5. Demonstrated skills and application of delivering strength-based strategies.
6. Demonstrated experience in the delivery of services to individuals experiencing homelessness and/or with complex needs related to domestic and family violence, alcohol and other drug (AOD) use, or mental health.
7. Demonstrated ability to build relationships and communicate effectively with key stakeholders including community members, community services and government departments.
8. Demonstrated ability to lead, coach and develop staff to ensure they perform and reach their full potential.
9. Demonstrated communication skills, including written and verbal, and demonstrated computer knowledge.
10. Action orientated, flexible and innovative with the ability to work with minimal supervision and collaboratively as part of a small team.
11. Demonstrated ethical work practices including the limits of confidentiality and the use of appropriate personal boundaries.

Desirable for Position

12. Certificate IV in Housing (Homelessness), or qualification in a related discipline, including mental health and/or community services.

Position Description Approval

Approved by	John Kelly, Executive Manager Residential Recovery
Date approved	13/07/2026
Signature	