



Employee Position Description

Position Details		
Position Title: Complex Care Coordinator	Department: Community Impact and Access	Agreement: Community Health Centre (Stand Alone Services) Social and Community Service Employees Multi Enterprise Agreement 2022
Reports To: Community Support Manager	Location: Camberwell, Ashburton, North Balwyn	
Direct Reports: None. Supervision of students/volunteers.	Employment Status: Max term Part time 0.6 EFT until June 2029	Classification: Level 5
Position Primary Purpose		
<p><i>The purpose of this position is to provide targeted support to people presenting at Camcare (Access Health and Community [AccessHC]) with complex presentations, including those with undiagnosed and diagnosed mental health issues who attend Camcare for emergency relief and often do not access other community services. This role seeks to address the determinants of health and wellbeing by connecting people with community, social and health services. The Complex Care Coordinator will also support the development of internal collaboration and partnerships with other community, social and health services.</i></p> <p><i>The role is part of the Community Support team that provides information, referral, complex care coordination, emergency relief and social connection to benefit people in the Boroondara community who need additional supports. The Complex Care Coordinator will work closely with the Community Support Workers who are skilled Volunteers trained to assess the diverse and multi-faceted needs of people accessing the Camcare community information and support service and provide assistance to meet their needs.</i></p> <p><i>The role is funded by the City of Boroondara Community Services Triennial Grant.</i></p>		
Decision Making Authority		Key Relationships

This position description provides a comprehensive, but not exhaustive, outline of the key activities of the role. AccessHC employees will therefore be expected to comply with manager's directions when and as required, which may include completion of duties not listed in this document.

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<p>Decisions made independent of Manager</p> <p>In accordance with the organisation's Delegation of Authority</p> <ul style="list-style-type: none"> Professional judgement within scope of practice Collection of data and information. Day-to-day time, diary and file management. Operational decisions made within constraints of existing project plans. Providing practice supervision and secondary consultation for Community Support Worker. 	<p>Internal</p> <ul style="list-style-type: none"> Community Support Workers and other Camcare Staff Community Impact and Access Portfolio Mental Health, Alcohol and other Drugs, Primary Care, Community Access and Outreach teams Service Connection (Intake) and Customer Service teams Other AccessHC staff and volunteers <p>External</p> <ul style="list-style-type: none"> Staff and volunteers from partner and community organisations. Relevant networks. Health, community and social services that clients may require support referring into.
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Key Accountabilities	
Focus Areas	Responsibilities
Support and supervision	<ul style="list-style-type: none"> Work in a triage model with volunteer Community Support Workers (CSW) at Camcare who deliver emergency relief to provide a seamless service to clients Provide advice, support, referral advice and secondary consultation to the CSW volunteers in relation to working effectively with clients who present with complex issues. Provide support and feedback (practice supervision) to CSW's about appropriate referrals, case note and reporting, client work and capability building opportunities Provide support and assistance to Camcare staff and volunteers in community support work, particularly in relation to high risk presentations, challenging behaviours and critical incidents should they occur
Risk assessment and Referral	<ul style="list-style-type: none"> Use assessment skills and tools to identify needs and refer or escalate as appropriate. Follow organisational risk, quality and safety systems including incident feedback reporting. Conduct risk assessments of clients and their families Identify barriers to referral and, with the team, support continual improvement to accessing services both internally and with partner organisations. Maintain comprehensive knowledge of internal and external services, pathways, and eligibility requirements and provide referrals, warm referrals, system navigation, and facilitated introductions as required and accepted by client. Offer support to community members who are rarely engaged or are at risk of falling through service gaps. Provide a clear, compassionate pathway to health and social services
Direct client work	<ul style="list-style-type: none"> Work with CSW volunteers to triage and assertively engage clients when they come into Camcare seeking emergency relief, information and support

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Key Accountabilities	
Focus Areas	Responsibilities
	<ul style="list-style-type: none"> • Take a client centred and culturally responsive approach to provide a biopsychosocial assessment of immediate and longer-term needs and codevelop achievable goals, including effective crisis assistance aimed at alleviating their critical needs • Provide information, referral and assistance to clients based on agreed needs/goals, to improve their financial independence, community connections and access to appropriate community resources and services • Support client to or liaise with other agencies / services, advocate for the client's needs and coordinate services when necessary • Be aware of, and make applications for, grants or financial benefits available for clients in a range of circumstances. Process Camcare grant applications submitted by CSW volunteers. • Build client trust with community health services, encouraging proactive health seeking behaviour
Organisational practice	<ul style="list-style-type: none"> • Contribute to continuous improvement and relevant quality assurance mechanisms • Attend and contribute to agency meetings, training, supervision • Support networking and program promotion activities as required to ensure client target numbers are met and Camcare / AccessHC is recognised as a provider of services in the area • Work as a part of a team with volunteers and staff at AccessHC, especially those on-site at Camcare • Have a familiarity with mental health presentations, intervention techniques and specialist services for people who have mental health issues or diagnoses • Contribute to continuous improvement and quality • Perform other duties as directed by manager.
Evaluation & Reporting	<ul style="list-style-type: none"> • Ensure appropriate data collection through TrakCare, CISVic database or other relevant system • Ensure files are kept up to date with the appropriate consent, goal sheets, reviews, file notes and other key documentation appropriately completed and attached to file • Follow reporting and evaluation frameworks to collect data that is used for reporting to funders. • Complete all data entry on same work day unless instructed otherwise by Manager
Governance and Compliance	<ul style="list-style-type: none"> • Act in accordance with AccessHC's policies, procedures and code of conduct • Maintain updated and valid credentials in accordance with relevant legislation and industry requirements where applicable to the position • Participate in mandatory training requirements to support the delivery of a safe and effective service
Workplace Health and Safety	<ul style="list-style-type: none"> • Act in accordance with health and safety policies and procedures at all times • All staff are required to take reasonable care for their own health and safety and that of other personnel that could be affected by their conduct
AccessHC Values	<ul style="list-style-type: none"> • Through actions and behaviour, demonstrate AccessHC Values of; Equity, Collaboration, Respect, Innovation and Quality

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Selection Criteria	
<p>Mandatory selection criteria items</p> <ul style="list-style-type: none"> • Police Check • International Police Check (mandatory if lived/work overseas for 12 months of more in past 10 years) • Working With Children Check • Driver's Licence <p>Key selection criteria items</p> <ul style="list-style-type: none"> • Tertiary qualifications in Social Work or related discipline and minimum of 5 years' experience in a Social Work (or related role) within a community services environment • Demonstrated experience and skills in the provision of care coordination or casework including risk assessment • Demonstrated experience to provide innovative services to those who are otherwise hardly reached by health and social services from a diverse range of social, cultural and ethnic backgrounds. • Demonstrated experience engaging with a range of stakeholders (e.g. consumers, GP, health, AOD services), referral pathways (Desirable – knowledge of local health and social services for referral) and understanding of family violence, child safety practices, confidentiality, privacy and rights and responsibilities of clients in a community health context. • Desirable – Proficiency in spoken language/s other than English 	<p>Attributes we value</p> <ul style="list-style-type: none"> • Strong communication and interpersonal skills • An ability to work sensitively with people of diverse cultures, abilities, ages, sexualities, income/housing status and gender identities • Skills and commitment to working with volunteers • Ability to establish relationships and maintain appropriate boundaries with co-workers, clients, carers, and families • Demonstrated ability to work unsupervised • A commitment to excellence in program delivery • Proficiency with electronic health record systems (such as TrakCare) and Microsoft Office programs (Word, Excel, Outlook and PowerPoint) • Effective time management and prioritisation skills • Demonstrated ability to work in a team environment • Commitment to continuous quality improvement and health promotion principles • Demonstrated behaviours consistent with AccessHC values
<p><i>Access Health and Community is an equal opportunity employer committed to providing an inclusive working environment that embraces and values all people, regardless of cultural background, age, gender identity, sexuality or lived and living experience. We value the diversity and strength of Aboriginal and Torres Strait Islander cultures and are committed to delivering on our vision for reconciliation through our recruitment and employment practices. Access is required to undertake compliance checks; however, a record of criminal history does not preclude applicants from applying for suitable positions. All applications will be assessed on a case-by-case basis and managed in a confidential and practical manner</i></p>	
Authorisations	
<p>Employee Name: Signature: _____ Date: / /</p>	<p>Manager Name: Signature: _____ Date: / /</p>

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