

Living Well Wellbeing Coordinator- Integrated Chronic Disease Program

Success Profile

As at 17/07/2026

You will make a difference by	- Improving the health outcomes and quality of life for people living with chronic conditions and/or at risk of developing chronic health conditions. - Empowering clients to recognise their strengths, aspirations and wellbeing goals and facilitate connections into support programs that will help them achieve these. - Facilitating the identification of health, wellbeing and social needs and coordinating appropriate interventions, referrals to services and developing goal directed care plans with clients. - Establishing strong relationships with key internal and external stakeholders to continuously improve referral pathways and accessibility of services.
To succeed, you will need	- A tertiary qualification and 4 years' experience in the following fields: nursing or allied health. - Qualification in smoking cessation highly valued. - Current practising registration with relevant discipline clinical governing body. - Good understanding of integrated chronic disease management framework. - Passion for supporting people living with chronic health conditions to build knowledge, skills and confidence to self manage their health - Excellent holistic clinical assessment and care coordination skills. - Demonstrated care coordination (assessment, intervention, care planning and service co-ordination) skills. - Experience and understanding of motivational interviewing techniques to support health behaviour change. - Demonstrated experience in stakeholder engagement with proven ability to strategically engage, negotiate and influence others to achieve better outcomes.
You will improve and promote One Team IPC Health by	- Acting with purpose, measuring our results, and celebrating achievements (We make a difference) - Going above and beyond, demonstrating understanding and respect for our communities and each other (We are passionate) - Learning, experimenting and innovating (We are creative)

We will contribute to your success by	• Providing opportunities for you to share what is important to you, your wellbeing, and what you need. • Aligning the contribution you make to IPC Health's strategy. • Guiding you in what to do, when and how to do it. • Developing your skills with regular feedback and exploring career opportunities. • Ensuring you feel fulfilled at the end of each workday. • Being committed to maintaining a barrier-free environment for all and welcoming individuals of diverse backgrounds, including but not limited to, those from the Aboriginal and Torres Strait Islander, Culturally and Linguistically Diverse and the LGBTI communities.
Key Deliverables and Measures	Planning, Job Knowledge and Skills • Undertake case finding, screening and service navigation activities • Conduct holistic assessment and provide direct integrated multidisciplinary care to clients that addresses their physical, social and mental health needs. • Provide care that is accessible and appropriate and meets the diverse needs of individuals and groups in the community. • Provide information and promote skills that support people's – understanding and access to healthcare – management of their own health – ability to make informed decisions about their own healthcare. • Provide health education or link clients to health education sessions relevant to their chronic condition. • Planning, facilitating and evaluating group programs. • Support coordination and continuity of care between providers by use of goal directed care plans. • Support access to, and integration of, specialist services into care provision. • Contribute to coordinated, collaborative approaches across the service system. • Embed best practice based on evidenced-based care to achieve improved outcomes for people living with chronic conditions • Work at all times in accordance with service philosophy, policies and procedures towards the achievement of organisational, program and service aim and objectives. • Participate in student supervision as required. • Commitment to ongoing professional development and evidence-based practice. • Contribute to reporting and delivery of activity service hours to meet funding requirements.



	Communication and Documentation • Provide facilitation and coordination of client's health care needs through participation in case conferencing. • Liaise with GP's, Specialists and services within the community setting to aid in the development of goal directed care plans for individual clients.
	Teamwork, Working Relationships and Interpersonal Skills • Ensure the maintenance of good communication and working relationships both internally and externally, which are conducive to collaborative relationships. • Undertake all duties and responsibilities in liaison with other members of the service and outside organisations to ensure delivery of coordinated care. • In collaboration with Manager, Team Leader and team members, critically monitor and review the efficiency, effectiveness and appropriateness of service activities. • To approach conflict in a respectful, open and reflective manner and to regard it as a learning opportunity in accordance with organisational policy. • To attend and actively participate in campus, program and relevant service meetings and activities.
	Continuous Quality Improvement • To identify, develop, implement, and evaluate quality improvement initiatives. • To participate in occupational health and safety training and risk identification, reporting and management. • To participate in line management and clinical supervision as required.
	Other Responsibilities • Undertake other duties as required.

Team	• Integrated Chronic Disease Program
Reports to	• Senior Manager Clinical Services • Team Leader Chronic Health Services
Key relationships	• IPC Health clients and carers, GP clinics, internal and external providers, community organisations
Location	The employee may reasonably be required to travel and work at other locations dependent on the need of the business.
Vaccination	Category B

category		
Compliance	Standard	Action / Requirements
	OH&S	Perform work in a manner that complies with IPC Health's OH&S obligations and adds to a safety culture for all
	Child Safety Standards	A proactive approach to ensuring the safety, wellbeing, and inclusion of all children, in line with our legal and ethical obligations. Must demonstrate a strong understanding of child safety principles and uphold these values in all aspects of their work.
	WWCC	Must maintain a valid employee check and list IPC Health as their employer
	Police Check	Must maintain a valid check
	Registration	Maintain practising registration with primary discipline governing body (e.g. AHPRA, Dietitians Australia, ESSA)

Our Purpose

Improve quality of life for the people and communities impacted by chronic health conditions through maximising access to health and wellbeing services to reduce avoidable hospitalisations.

Our Values

We are passionate

We go above and beyond, demonstrating understanding and respect for our communities and each other.



We make a difference

We act with purpose, measure our results and celebrate achievements.



We are creative

We learn, experiment and innovate.

