Site Co-Ordinator

Our vision: *Humanity and community shape mental health, so people can live the life they choose.*
Our purpose: *To walk alongside you, inspiring possibility.*
Our values: *With people and community first, we lead with integrity, uphold respect for all, inspire possibility and co-create to shape change together.*

Position Information

Purpose	The Site Co-Ordinator provides services to participants, families and carers in line with Mind's Model of Recovery Oriented Practice, their NDIS Goals and organisational values for people with a psychosocial disability. The Site Co-Ordinator plays an integral role in working collaboratively with participants to achieve their recovery and developmental goals through one-to-one support, shared support and group work facilitation to enhance recovery, personal growth and activities of daily living. The Site Co-Ordinator takes a lead role in the day-to-day management of the site, ensuring Support Workers have the information and direction to undertake the required support at the right time with the participants in line with their support plans across the week.
Position reports to	Area Manager
Mind classification level	SCHADS Level 4
Stream	Housing Services
About the service	The Housing with Support program is a service designed for adults living with severe and enduring psychosocial disability and co-occurring concerns and/or dual disabilities. These have impacted on their capacity to live independently in the community. Services are to support participants and build capacity to live as independently as possible. Typically funded by participant's NDIS package, services offer a peer recovery community environment, encouraging participants to share and support each other. The services operate in the context of the broader community, focused on supporting people to achieve their support goals with practice guided by Mind's Model of Recovery Oriented Practice, Dual Disability framework and organisational values. Participants are supported individually and, in a group setting to better understand and develop strategies to manage the impacts of their mental

Mind values the experience and contribution of people from all cultures, genders, sexualities, bodies, abilities, ages, spiritualities and backgrounds. We encourage applications from Aboriginal and Torres Strait Islander peoples, people with a lived experience of mental ill-health and recovery, people living with disability, those who identify as LGBTIQ and applicants from culturally and linguistically diverse backgrounds.

	health, enhance personal and daily living skills, create meaningful social and community connections, strengthen relationships with families and friends, and build confidence and capacity to live independently. This role operates in a dynamic, fast-paced environment and may involve working with individuals experiencing distress, crisis, complex trauma and alcohol or other drug (AOD)-related issues. The position may also require working alone, client transportation using a personal vehicle and managing exposure to aggressive or challenging behaviours in a professional and safe manner.
Position description effective date	September 2026
Responsibilities	
Site Co-Ordination	• Work as a Site Co-Ordinator under general direction from the Housing Area Manager. • Lead Housing with Support service delivery to provide high-quality psychosocial services, providing clear direction and practical support to onsite Psychosocial Disability Support Workers in line with Mind values and culture. • Coach, motivate and provide informal and formal supervision to onsite Psychosocial Disability Support Workers. Facilitate regular team meetings and foster a healthy, positive team culture. • Provide guidance on individual performance to onsite Psychosocial Disability Support Workers. With support from the Area Manager, support and monitor the setting of priorities. • Ensure roster requests, everyday operational leave planning and other site-based administration tasks are completed as required. • Promote a culture of quality, safety and continuous improvement by ensuring all complaints, incidents and near misses are appropriately reported, reviewed, escalated and followed up within required timeframes, in line with Mind policies and procedures. • Guide Psychosocial Disability Support Workers throughout their shifts, modelling effective practice support. • Escalate concerns, risks, incidents, or matters to the Area Manager promptly. • Maintain effective communication across the team to support smooth shift operations and continuity of care. • Support and foster a positive culture that is consistent with the purpose, vision and values of Mind. • Manage site-based rosters, daily site-based leave coverage. • Support the Area Manager with site-based recruitment and induction of Psychosocial Disability Support Workers.

	• Ensure accuracy of client file data.
Provide direct support to individual participants in line with their NDIS Goals	• Work with participants to imagine and live a meaningful life by supporting them through a staged approach to recovery: - Welcoming and engagement. - Strength's identification and individual recovery and capacity building plan development and implementation. - Engagement and maintenance of natural supports. - Ongoing self-management support. • Support participants with their recovery and capacity building plan in a range of areas including: - Understanding and managing participant's own mental health. - Developing daily living skills and capacity for self-care. - Crisis and incident management. - Addressing stigma and managing issues arising from trauma. - Managing physical health. - Building capacity in physical health and medication administration. - Personal care tasks as required. - Support the management plan for drug and alcohol issues. - Capacity building tasks including housekeeping, shopping, meal preparation and cooking, routine development, social skills development and support for medical appointments. - Support to maintain or create a meaningful life through participating in community life including education, employment, recreation and using public transport. • Where there is a Behaviour Support Plan in place for a participant, actively seeking to implement elements within the scope of the role, and promoting awareness amongst staff on site. Work with participants to enable participation in the service delivery and design through co-design, co-production, feedback and consultation opportunities. • Liaise with the Support Coordinator as required.
Undertake group work	• Plan and develop group work programs that will assist participants to build their skills, focus on their recovery, wellbeing and capacity building. • Deliver group work programs as the lead/co-facilitator. • Evaluate and review group work programs.
Provide support to families and carers	• Support family and carer roles through understanding their concerns and the provision of information, education and referrals. • Facilitate, as appropriate, the re-engagement and maintenance of family and carer relationships.
Work with local service providers	• Engage with participants to fully understand their need for assistance from local service providers with clinical mental health, physical health, education and employment, eligible entitlements and benefits, housing, transport, recreation and social connections.

	• Make linkages and build relationships and referral pathways to maintain or create a range of local supports for participants that facilitate them living the life of their choosing in their own community. • In line with their NDIS Goals, collaborate with others in the participant's life including family, carers, mainstream support and other service providers chosen by the participant to deliver elements of their plans.
Work with clinical partners	• Work within a multidisciplinary team: - Supporting recovery-oriented practice. - Supporting participants to seek and access clinical interventions when appropriate. - Actively participating in care team and if required, care team meetings. - Enhancing collaboration between team members.
Tenancy support	• Support residents with upcoming house inspections to ensure a high standard of cleanliness. • Support participants' liaison with property management provider as needed. • Support to create a positive and safe living environment by complying with Haven community rules.
Housekeeping	• Contribute to the day-to-day operations of the service through undertaking a range of housekeeping duties including: - Preparing rooms for new residents, maintaining office spaces in a clean and hygienic state, clearing hazards, and ensuring proper storage. - Ensuring all communal areas are home-like and always welcoming. Support residents with developing a routine with daily living skills through role modelling.
Administration	• Monitor and record expenditure within approved program or participant budgets, ensure financial transactions are accurate and appropriately documented, and escalate budget variances or financial concerns to the relevant supervisor or manager.
Other duties	• Document all activities using Mind's ICT system and processes and align to NDIS requirements. • Ensure compliance of record keeping and data collection in line with Mind Required Data. • Actively participate, contributing to the team and wider organisational initiatives. • Take personal responsibility for the quality and safety of work undertaken. • Contribute to service delivery improvements. • Other duties as directed.

Professional development	• Undertake relevant training and professional development, including regular supervision, appropriate to the primary work of the service and Mind. • Participate in reflective practice.
Accountability	• Conduct yourself in accordance with the Mind Code of Conduct and Mind policies and procedures which may change from time to time. • Proactively support Mind's vision of supporting people facing mental health challenges to live well and be socially included, in accordance with the Mind values.
Workplace health, safety and wellbeing	• Contribute actively to the maintenance of a safe workplace. • Ensure all safety issues are reported and addressed as they arise.
Lived experience	• Contribute to a workplace that values lived experience and the inclusion of consumers, carers and families in the work we do.
Cultural safety	• Contribute to a culturally safe workforce and service environment for staff, consumers, carers and volunteers from all cultures, genders, sexualities, bodies, abilities, spiritualities, ages and backgrounds.

Position Requirements	
Qualifications required	• Tertiary qualifications (minimum Certificate IV) in Mental Health, Peer Work, Psychology, Social Work, Occupational Therapy or other health related field as designated by Mind.
Knowledge, skills and experience required	• Proven experience in Community Services, Mental Health, Disability, Social Welfare, Housing, Healthcare or Government sectors is required. • Experience and expertise in working directly with people with psychosocial disabilities and other complex support needs and with their families and carers. • Awareness and understanding of the NDIS is required. • Demonstrated understanding of a range of local community services and supports. • Experience providing person-centred supports. • Experience in assessment and recovery goal planning using evidence informed approaches and tools. • Demonstrated knowledge and experience in the application of theoretical approaches, practices and appropriate service responses including family inclusive practice, trauma informed theory, motivational interviewing and harm reduction for substance use. • Ability to co-design, co-produce and co-facilitate groups and education support. • Demonstrated ability to plan and prioritise to meet customer service delivery requirements. • Excellent customer service skills. • Excellent interpersonal and communication skills with the ability to consult, negotiate and influence peers, stakeholders and government agencies with diplomacy to achieve effective outcomes. • Skills and experience in advocacy, collaboration, facilitation, evaluation and problem solving. • High level organisational skills with demonstrated ability to prioritise, manage multiple complex tasks concurrently, work under pressure and meet deadlines. • Ability to work both autonomously and collaboratively showing initiative and flexibility. • Demonstrated experience in participant notes, reporting and working with a variety of electronic systems. • A lived experience of mental ill health and recovery or experience caring for a person with mental ill health is desirable.
Other	• Right to work in Australia.

	• Unrestricted Australian driver's license, and ability to use your personal vehicle and to transport residents as required. • Current NDIS Worker Screening Check Clearance. • Working with Children Check or equivalent (Blue Card - QLD). • Requirement to bring with you current First Aid and CPR certifications and perform these duties as required as part of the role. • Preparedness to work across different services and/or locations as required and directed.