

 POSITION DESCRIPTION	PD	350
	Version	3.0

Position Title	Coordinator, Medicare Mental Health
Classification:	Support Services Level 8
Industrial Agreement or Award:	Health Professionals & Support Services Award
Reports to:	Clinical Lead, Medicare Mental Health Referral
Date Reviewed:	December 2025

HEALTHY NORTH COAST VALUES

The Healthy North Coast

CAN-DO

Effect

Community first and always

Achieving more together

Nurturing innovation

We are committed to serving our communities. We listen actively, and every voice is heard, respected and valued. We measure success by the wellbeing of our communities.

We believe in the power of collaboration and teamwork. We value different strengths and perspectives. We know we can achieve more and create a lasting impact by working as one.

We thrive on challenges and explore new ideas and approaches to problem-solving. We are always learning and open to change so we can drive advancements and growth that make a difference

POSITION OBJECTIVE

The Australian Government’s National Medicare Mental Health agenda aims to provide centralised, coordinated care for consumers to access the right mental health care, the first time, through physical Medicare Mental Health Hubs/Satellites and a centralised Initial, Assessment and Referral (IAR) telephony service.

The Coordinator, Medicare Mental Health Referral, will support the implementation of the Referral Service under the future state model of the NSW Medicare Mental Health IAR state-wide service working alongside key stakeholders and the Senior Manager, Medicare Mental Health, to strengthen the referral pathways between the centralised IAR telephony service, Health to Health Hubs/Satellites, the broader mental health system, allied health and other social services.

Author:	Director, Integrated Community Wellbeing	Approved:	CEO	Page 1 of 4
Date:	December 2025	Date:	12-Jan-2026 2:56 PM AEDT	

 POSITION DESCRIPTION	PD	350
	Version	3.0

KEY RESPONSIBILITIES

- Identify pathways to mental health and psychosocial services across the North Coast
- Establish and maintain strong relationships with local service providers and Local Health Districts to ensure all Medicare Mental Health services are integrated with existing service structures across the HNC footprint
- Gather up-to-date mental health, suicide prevention and alcohol and other drugs service information and support resources, to aid consumers in accessing relevant local health services tailored to individual need
- Develop and maintain a comprehensive service directory encompassing knowledge on region specific service providers. This includes knowledge of local health and wellbeing service providers, including understanding of waitlists and service requirements to enable efficient and effective referrals
- Support the allocation of consumer referrals in a timely manner
- Communicate with local service providers to ensure referrals are received, allocated and actioned
- Contribute to reporting processes, ensuring the collection and submission of required data to meet any reporting requirements for the planning team, contract strategy meetings, external agencies, HNC Executive Leadership team and associated committees
- Build the capacity of the primary health care stakeholders by providing advice and information to a range of stakeholders in relation to the local service landscape by using a range communication of channels as required
- Maintain consumer records within the HNC client management system and other data reporting software as required
- Work in collaboration with the Clinical Lead, Medicare Mental Health Referral, and Medicare Mental Health IA Hub service to identify appropriate region-specific services to match consumers to the right care level of care informed by the Initial Assessment and Referral-Decision Support Tool
- Support the continuous improvement of the Medicare Mental Health and HNC activities, programs and processes as required
- Support to the Primary Health Coordinators and the Training Support Officer / IAR-DST to engage local GPs and Healthcare Professionals in building awareness and utilisation of the Initial Assessment and Referral Decision Support Tool
- Work in alignment with HNC values, strategy, and priorities, contributing to the team and wider organisation initiatives

Author:	Director, Integrated Community Wellbeing	Approved:	CEO	Page 2 of 4
Date:	December 2025	Date:		

 POSITION DESCRIPTION	PD	350
	Version	3.0

Please note some inter and intra state travel, and work outside standard office hours, may be a requirement of this role.

CAPABILITY FRAMEWORK

Healthy North Coast has an endorsed Capability Framework that supports each position across the organisation. The Classification of each position details role specific capabilities.

SELECTION CRITERIA

Applicants must address ALL the Selection Criteria in this section

Key selection	1. Experience with or knowledge of mental health, suicide prevention and alcohol and other drugs organisations/care pathways across the footprint 2. Established partnerships or relationships with key stakeholders. 3. Understanding and working knowledge of the Medicare Mental Health Initial, Assessment and Referral service model or other referral programs is highly desirable. 4. A strong Communicator with the ability to tailor spoken/written communication accurately and effectively 5. Experienced in taking initiative for their own work while ensuring a high quality of work is produced and outcomes met in a timely fashion. 6. Knowledge of and commitment to Work Health and Safety, Equal Employment Opportunity, Cultural Safety, and Continuous Improvement principles
Mandatory Qualification	7. Relevant post-secondary qualifications desirable. 5+ year's experience in similar position

APPOINTMENT SUBJECT TO:

1. Criminal record clearance
2. Employee confirmation that they do not have a pre-existing injury or illness that would affect their ability to undertake the inherent requirements of this position
3. Current Class C Driver's Licence may be a requirement of specific roles

PERFORMANCE OBJECTIVES:

To be established with the Reporting Manager within the 3-month probationary period.

Author:	Director, Integrated Community Wellbeing	Approved:	CEO	Page 3 of 4
Date:	December 2025	Date:		

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	Version	3.0

ACKNOWLEDGEMENT:

The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the position.

As occupant of the position, I have noted the statement of duties, responsibilities and other requirements as detailed in this document.

Name:	
Signature:	
Date:	