

Position Description

Position Title	Coordinator, Mental Health, Alcohol and Other Drug and Wellbeing
Reports To	Program Manager, Mental Health and Wellbeing
Direct Reports	Nil
Team	Primary Mental Health and Wellbeing
Location	WQPHN Office
Position Classification	Level 4
Relevant Award & Classification	Award Free
Employment Status & Hours	Full-time, 1.0 FTE, 76 hours per fortnight

Primary Purpose

The purpose of the **Coordinator, Mental Health, Alcohol and Other Drug and Wellbeing** is to strengthen WQPHN's commissioning, coordination and integration of primary mental health, alcohol and other drug (AOD) and wellbeing responses across Western Queensland to improve access, quality and outcomes. This includes AOD prevention, harm reduction, treatment pathways and recovery supports, as well as mental health responses, with a particular focus on the complex needs of rural and remote communities.

The position works with service providers, ACCHOs, government, communities and people with lived and living experience to deliver evidence-informed planning, commissioning support, system development and capacity building that is culturally safe, regionally responsive and aligned to a stepped care approach. Strong partnership and service integration are central to this role, recognising that coordinated, connected responses across primary, community and specialist services are essential to improving health outcomes for Western Queensland communities.

Role Functions

The **Coordinator, Mental Health, Alcohol and Other Drug and Wellbeing** role is responsible for the following key functions within WQPHN:

- Coordinate regional primary mental health, AOD, Social and Emotional Wellbeing (SEWB) service planning, commissioning and integration, aligned to stepped care and the WQPHN Mental Health Suicide Prevention AOD Regional Plan.
- Coordinate delivery of regional strategies and Commonwealth–State partnership initiatives through strong provider and stakeholder collaboration. Use data, stakeholder input and continuous improvement to identify gaps, strengthen pathways, and improve outcomes for Priority Populations, including First Nations communities, people with complex and intersecting needs, and rural and remote communities.
- Coordinate the commissioning and integration of culturally safe services, informed by the Gayaa Dhuwi (Proud Spirit) Declaration and Framework, Closing the Gap targets, and the priorities of Aboriginal and Community Controlled Health Organisations across the region.

Key Responsibilities and Accountabilities

1. Coordinate regional mental health, AOD and wellbeing services aligned with the WQPHN Mental Health, Suicide Prevention and AOD Regional Plan, including health promotion, early intervention, SEWB and stepped care approaches.

2. Support the development and implementation of strategic regional frameworks, including the Mental Health Suicide Prevention and AOD regional implementation plan, and National Mental Health and Suicide Prevention Agreement initiatives and other WQPHN strategic initiatives.
3. Ensure integration and efficiency of commissioned mental health services across the region, improving access to the right care at the right time, and reducing duplication or service gaps including developing integrated service responses for people with co-occurring mental health and AOD needs to strengthen shared care pathways across primary, community and specialist services.
4. Support and guide commissioned service providers to implement trauma-informed, culturally safe and evidence-based mental health, AOD and wellbeing models of care, including approaches that respond to co-occurring needs.
5. Support development of clear AOD referral and treatment pathways across primary care, specialist services and community supports and integration within primary care and SEWB models.
6. Provide a regular update on key achievements, challenges or potential risks and issues, particularly relating to contract performance, service delivery and regional workforce management.
7. Foster collaboration with key stakeholders including General Practitioners, Hospital and Health Services, Nukal Murra Alliance, non-government organisations, government agencies, and people with Lived and Living Experience, promoting shared accountability for regional outcomes.
8. Engage with Aboriginal and Torres Strait Islander organisations and key First Nations bodies to ensure culturally appropriate, community-informed service planning and delivery.
9. Promote and facilitate Communities of Practice and professional development initiatives, peer support, and mentorship programs for the mental health and AOD workforce and Lived Experience representatives.
10. Support development of AOD-specific workforce capability in screening, brief intervention, harm reduction and treatment referral.
11. Ensure that contracted service providers operate in accordance with evidence-based practice and professional clinical standards, including appropriate clinical supervision and client engagement in accordance with the relevant standards.
12. Work in collaboration with WQPHN practice support staff to enhance General Practice capabilities.
13. Undertake data analysis and evaluation, using available systems and evidence to identify priority populations, monitor impact, and drive quality improvement across services and projects.
14. Contribute to project management and funding alignment, assisting in responses to new opportunities, managing deliverables, and meeting reporting obligations for Commonwealth and State-funded activities.
15. Champion a positive and collaborative team culture that aligns with WQPHN values, fostering integration, innovation, and continuous improvement.
16. Comply with internal governance frameworks and policies related to quality, safety, commissioning, and information security, while contributing to organisational compliance and risk mitigation.
17. Adhere to all established Management System policies, frameworks, procedures, and guidelines, including for, but not limited to, Quality, Information Security, Safety (WHS, clinical governance), Finance, Commissioning, People & Culture, to ensure the protection and compliance of the organisation and its stakeholders. Actively contribute to ongoing quality improvement across organisational risk areas as appropriate.
18. Undertake other such duties and training as may reasonably be required and which are consistent with the level of responsibility of this position.

Our Commitment to Reconciliation

WQPHN is committed to undertaking all work within a culturally inclusive, sensitive and safe framework that supports Reconciliation. The [Reconciliation Action Plan](#) shows WQPHN's commitment and dedication to embedding reconciliation initiatives into everyday work.

Minimum Qualifications and Competencies

1. Tertiary qualifications and experience in primary mental health, Aboriginal and Torres Strait Islander health and/or allied health services and industry equivalent experience greater than 5 years.
2. Demonstrated knowledge and understanding of the primary health care sector, particularly mental health, and alcohol and other drugs services, in relation to the health, social and emotional well-being needs of regional, remote and rural communities including Aboriginal and Torres Strait Islander Peoples and other vulnerable populations.
3. Experience in digital health platforms including clinical data collection, collation, and analysis.
4. Understanding of funding agreements and the ability to prepare business communications and reports that reflect and support the requirements.
5. High level project management skills, working with minimal supervision, manage conflicting deadlines and demonstrate effective problem-solving and negotiation skills.
6. Advanced interpersonal communication skills to build and maintain relationships, with the ability to respectfully engage a range of communities and community leaders, as well as the confidence and capability to initiate and lead clinical conversations with key senior stakeholders.
7. Competency in Microsoft Office (including SharePoint) and other office productivity tools, with aptitude to learn new software and systems.
8. Hold a current driver's license, unrestricted for work purposes.

Key Performance Measures

1. Demonstrate and model the WQPHN values.
2. Deliver against allocated WQPHN strategic objectives, business plan and PRMF, reflecting the Health Needs Assessment and Department of Health, Disability and Ageing deliverables.
3. Meet deadlines with quality work outputs that exhibit creativity and forward-thinking.
4. Demonstrate appropriate use of provided funds for their purpose, produce reports, and meet individual and specific KPIs as designated in each relevant funding agreement.
5. Cultivate a range of strategic partnerships and engage key stakeholder collaborations, e.g. mental health and AOD service providers, peak and national bodies, HHS's and ACCHOs.
6. Demonstrated progress in integration of AOD and mental health service pathways.
7. Meet 100% completion of mandatory and organisational training priorities.
8. Consistently and proactively contribute to effective risk management, Quality Management System compliance and continuous improvement.

Key Relationships

Internal

- Executive Management Team

- Senior Management Team
- Strategy, Governance & Corporate Service Team
- Workforce & Service Capacity Commissioning Team
- Health & Wellbeing Commissioning Team

External

- Department of Health, Disability and Ageing and other government departments
- Services commissioned to provide mental health, SEWB and AOD support and treatment
- Royal Flying Doctor Service, CheckUP, Health Workforce Queensland and other partner organisations related to PHN primary healthcare activities
- Queensland Health and other hospitals or health services across three HHS regions – including MHAOD program leads
- Nukal Murra Alliance
- Peak State and National Mental Health and AOD organisations.
- Clinical service providers and other health professionals including general practice
- Other health service providers, community sector agencies, contractors and business advisors.

Acceptance

Employee name			
Employee signature		Date	