

Position description

Title	Wellbeing Coordinator, Sisters and Women NSW
Reports to	National Manager, Comprehensive Aged Support Services (CASS)
Classification & Salary	SCHADS Level 5 (plus super and salary packaging)
Employment Status	Permanent Part Time (0.4FTE)
Work Location	Work from Home with Laptop and Pool Car Supplied
Date	June 2026

Good Shepherd Australia New Zealand (GSANZ)

Our 2023-2027 strategy outlines the world we want to see and our role in advancing it. We aspire for all women, girls, and families to be safe, well, strong, and connected. We strive for equity, dignity and social justice for women, girls, and families by collaborating globally and acting locally, supporting our communities in Australia and New Zealand to thrive.

We want women, girls, and families to live full and dignified lives, have dignified income and enjoy financial wellbeing. We aim to provide place-based, people-centred, holistic services while working at the system level to achieve bold and audacious reform. We currently offer microfinance programs and products, financial counselling and coaching, family and domestic violence support services, family and youth programs, playgroups, education programs and community houses. These services are complemented by research and strong advocacy to address the underlying structural causes of injustice, exclusion, and inequality.

Good Shepherd employees are committed to inclusive practice that responds to the specific needs, context, and circumstances of service participants. We embrace the diversity and intersectionality of individuals and recognise a person's right to a unique identity comprising culture, language, ability, community, gender, sex, sexual orientation and lived experience.

Role Purpose

This position is responsible for actively promoting the health and wellbeing of the Good Shepherd Sisters and women in New South Wales (Sydney).

The role integrates the provision of direct holistic support with the coordination and management of partnerships with other health care providers, to achieve optimal autonomy and wellbeing for all Good Shepherd Sisters.

Key Responsibilities

- Promote the health and wellbeing of Good Shepherd Sisters and Women in Sydney.
- Facilitate a range of strategies to promote a healthy ageing approach, wellness and enablement, based on evidence and industry best practice.

- Identify any factors that may impact health and well-being and develop early, responsive strategies in collaboration with the CASS team and other professionals as appropriate.
- Maximise opportunities for the Sisters and Women to be involved in informed decision making about their care
- Deliver creative and flexible services in accordance with their choices, preferences and needs.
- Facilitate a range of strategies so the Sisters and the Women can live in the place of their choosing for as long as possible. This includes working with GSANZ Facilities and Procurement in Sydney to facilitate household maintenance and gardening services for Sisters.
- Be responsive to customs, beliefs background and spirituality.
- Navigate and coordinate external aged and community services in collaboration with the person and the CASS team as required. These services should;
 - Compliment CASS direct service
 - Promote optimal outcomes for healthy ageing
 - Reduce risks commonly associated with ageing
- Advocate on Sisters behalf to external services if appropriate and with permission.
- Assist GS Women and Sisters with making medical appointments and transport as required
- Encourage and enable participation in community and mission activities (where relevant)
- Report and record any concerns or changes including any incidents or injuries
- Support Women and Sisters to complete advance care directives and other documents as required.
- Observe and make recommendations to changes in living environments and equipment to promote autonomy, independence and safety.
- Manage and coordinate hospital visits including providing emotional support.
- Coordinate milestone events including jubilees, birthdays and other significant occasions.
- Respond to medical emergencies
- Maintain case notes and other documentation
- Maintain expenditure consistent with the policies of GSANZ.

Responsibilities of Good Shepherd Employees

Strategy

- Deliver service aligned with team operational plan and Good Shepherd's strategic plan
- Contribute to development of team plan
- Demonstrate understanding of social justice and community capability building concepts

People

- Demonstrate commitment to own learning and development
- Contribute to development of a high-performance team through demonstration of capabilities outlined in Good Shepherd's leadership capability framework
- Participate actively in regular formal supervision
- Share knowledge and practice insights with colleagues
- Take responsibility for own wellbeing

Clients

- Deliver best practice service to clients in line with agreed goals/contribution
- Seek feedback from client/stakeholders/peers to reflect and improve on service support for own practice
- Maintain a client-centred approach to service delivery at all times

Service Delivery and Operations

- Deliver all services in line with service standards and program procedures
- Maintain accurate data, information, and reporting at all times
- Maintain agreed service level agreements
- Provide timely reporting in line with department requirements
- Other duties as reasonably required

Stakeholders

- Liaise effectively with referral network
- Work collaboratively with other service providers to deliver valued outcomes for clients
- Develop constructive, collaborative relationships with other Good Shepherd team members and departments

Compliance

- Demonstrate behaviour consistent with Good Shepherd mission, values, behaviours, and policies at all times
- Maintain agreed quality standards
- Maintain OH&S standards at all times

Qualifications, Experience and Mandatory Requirements

- Qualifications in Nursing (Registered Nurse)
- Previous experience in an aged/community care setting (Desirable)
- Demonstrated ability to navigate aged care systems across the spectrum including Commonwealth programs, WA State based services and fee-based programs
- Current First Aid Certificate
- Demonstrate a person centric approach
- High level ability to coordinate internal and external services
- Ability to develop and foster partnerships with external organisations and individuals
- Demonstrate a commitment to social justice and alignment with the values and mission of GSAZ
- Participate in meetings as required
- Ability to identify, report and record risk to individuals and/or GSAZ.
- High level written and verbal communication and interpersonal skills
- To be on call
- Attain and maintain professional registration (if applicable)
- Keep up to date with industry requirements, changes to practice and evidence in relation to healthy ageing approaches
- Maintain effective documentation, reporting and undertake a range of other administrative duties
- Strong focus on team collaboration and support for others in the team
- Current driver's license

Key Selection Criteria

1. Qualifications in Nursing (Registered)
2. Previous experience in aged/community care setting (Desirable)
3. Demonstrated ability to navigate aged care systems across the spectrum including Commonwealth programs, WA State based services and FFS programs.
4. Demonstrate a person centric approach
5. Demonstrated ability for team collaboration and support for others in the team.

Values & Behaviours

We are all co-responsible for the delivery of the Good Shepherd Mission and living our values by modelling these behaviours in all that we do.

Additional information

Employment is subject to:

- Relevant Qualifications/Registration Name
- A current national Police Record Check
- A current Employee Working with Children Check (WWCC) or state equivalent
- Proof of the right to work in Australia
- You may be required to obtain particular vaccines or immunisations in order to perform the inherent requirements of this position. This Includes but Is not limited to the COVID-19 vaccine/Immunisation

The above requirements will need to be supplied and verified prior to commencement.

Work Health and Safety (WH&S): All team members are required to carry out their duties in a manner that does not adversely affect their own health and safety and that of others by reporting all incidents and injuries as well as cooperating with any measures introduced in the workplace to improve WH&S.

Pre-existing injury: The person appointed to this position will be required to disclose any pre-existing injuries or disease that might be affected by employment in this position. This will assist the organisation in providing a safe work environment.

Equal opportunity: Good Shepherd is an equal opportunity employer. We recognise the rich diversity of people across Australia. We are committed to ensuring that our team is reflective of the diverse community we serve and to supporting a culture of equity, inclusion, and diversity. All team members have a responsibility to be familiar with and adhere to the organisation's policies and procedures.

Child Safe Employer: Good Shepherd Australia New Zealand is a Child Safe employer. Employment is subject to satisfactory referee checks, a current employment working with Children Check, National Criminal History check and proof of the right to work in Australia.

Cultural competency: Good Shepherd strives to maintain a culturally competent and inclusive workplace. All team members are expected to undergo cultural competence training as part of their professional development plans.

Salary packaging is available to all employees.