OVERVIEW OF DANILA DILBA HEALTH SERVICE (DDHS)

Position title	**Transient and Outreach Support Coordinator**		
Reports to	Transient and Outreach Program Coordinator		
Identified role	Desirable	PD Review Date	19 October 2026
Classification	Community Services level 3		
Program	**Transient and Outreach**		
Status	Fixed Term		
Location	Various sites		
Created	October 2024	Position Number	P0366

Background

Established in 1991, Danila Dilba Health Service (DDHS) is a community-controlled organisation providing comprehensive primary health care services to Biluru communities in the Yilli Rreung Region of the Northern Territory.

Vision

Biluru people of the Yilli Rreung region experience health, well-being and quality of life outcomes that are equal to, or greater than that of non-Indigenous Australians.

Purpose

The purpose of DDHS is to improve the physical, mental, cultural, and social wellbeing of the Biluru people of the Yilli Rreung region through innovative, culturally safe, and effective comprehensive primary health care programs and services.

Values

- Respect
- Trust, honesty, and integrity
- Fairness, transparency, and accountability
- High professional standards, ethics, and quality

SUMMARY

The Transient and Outreach Support Coordinator will work within a multidisciplinary team to support homeless and transient clients with complex health and social issues.

The team will work with the clients and other internal and external stakeholders to address issues that impact on their physical health and wellbeing of the client.

The Support Coordinator will be experienced in with working with Aboriginal and Torres Strait Islander people experiencing difficulties with homelessness, drug, chronic diseases, and alcohol abuse providing links and referrals to mainstream and Indigenous services including their home communities and coordinating activities to achieve positive outcomes for the client.

PRIMARY RESPONSIBILITIES

- Conduct intake assessments to ensure the client's social needs are met within the requirements of the program.
- Complete thorough assessments and support plans.
- Identify appropriate support needs and coordinate the referral of Indigenous people and their families to relevant service providers via face-to-face contact in a sensitive and welcoming environment.
- Provide case management support to keep the client engaged in the program and with external service providers.
- Have knowledge of a broad range of Indigenous-specific and mainstream services/providers and be able to advise clients on options available.
- Support and enhance the development and maintenance of relationships with other service providers and promote access and pathways to their services.
- Ensure cultural awareness sensitivities in delivering these services.
- Where possible, encourage involvement of family/other support people.
- Participate in regular reviews of caseload and seek clinical guidance as required with the Clinical Advisor.
- Maintain a caseload of clients Maintain electronic client information records that are up-to-date and an accurate record of activities.
- Ensure client rights, confidentiality, and self-determination within a context of safety planning and risk mitigation.
- Effectively manage information sharing with other service providers, where relevant and/or required.
- Behave in a manner that is consistent with DDHS Values, Code of Conduct, policies, and procedures at all times.

Performance

- Participate in cross-cultural education as well as assist and participate in staff induction.
- Participate in work partnership agreements.
- Be responsible for your professional development by attending relevant workshops and in
- services trainings and self-auditing to maintain professional development (CPD) as required.

Communication and Teamwork

- Maintain a positive work environment along with harmonious and cooperative relationships with fellow employees, management, and clients.
- Ensure all interactions with clients and staff show appropriate responses to their needs and demonstrate the application of the DDHS' code of conduct.
- Actively model DDHS' Code of Conduct Policy always.
- Develop and maintain effective relationships internally and externally to DDHS.
- Represent DDHS in a variety of settings ensuring the organisation's brand is protected and enhanced.
- Contribute to the efficient and effective functioning of the workplace to meet organisational objectives. This includes demonstrating appropriate and professional workplace behaviours, providing assistance to team members as required.
- Maintain professional work ethics; chair and / or participate in staff meetings as appropriate.

Safe Practice Environment

- Conduct all activities in a manner consistent with DDHS Occupational (Work) Health and Safety Policy and procedures.
- Regularly monitor and review practises and the work environment to ensure a healthy and safe workplace in accordance with DDHS policies and procedures and legislative requirements.

Service Quality and Continuous Improvement

- Identify and make recommendations on opportunities to improve processes, quality, and service delivery outcomes.
- Actively participate in DDHS' Continus Quality Improvement (CQI) processes to ensure improved quality and service delivery outcomes.
- Implement and follow the DDHS incident and complaint investigation policies to ensure feedback drives service delivery improvements.

Information Management

- Comply with DDHS Privacy and Confidentiality of Health Information Policy.
- Ensure all documentation, records management and the health information system database are maintained and completed in accordance with established standards, policies, and protocols to ensure continuity of care.

Organisational Responsibilities

- Adhere to all organisational policies, procedures, standards, and practices.
- Ensure data, reporting and compliance obligations for services are met.
- Act only in ways that advance DDHS objectives, values, and reputation.
- Act with honesty, integrity, and good faith always
- Other duties as required, consistent with skills and experience, as directed by the Supervisor.

SELECTION CRITERIA

Essential

- 3+ years working in primary health care or equivalent training/work experience or lived experience. Previous experience working in the Aboriginal Health Sector.
- Demonstrated knowledge of primary health care principles, multidisciplinary team approaches, and social determinants of health.
- Strong interpersonal skills, with the ability to effectively collaborate with diverse stakeholders and build partnerships.
- Excellent communication skills, including written and verbal communication, presentation, and negotiation skills.
- Knowledge of relevant legislation, policies, and guidelines related to healthcare service delivery in Australia.
- Knowledge of Darwin social supports available for Aboriginal and/or Torres Strait Islander peoples

Desirable

- Cert III or IV qualification in relevant mental health field/primary health care or equivalent training

Appointment is subject to

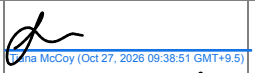
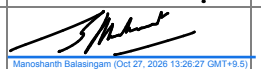
- Willing to undergo a Police Check.
- Ability and willingness to obtain a Working with Children Clearance (Ochre Card).
- Current driver's license
- Current CPR certificate or the preparedness to gain one within 6 months of commencement.
- Fully vaccinated against COVID-19 or an exemption as listed on the Australian Immunisation Register (AIR) be submitted.
- Full rights to work in Australia.

DDHS Expectations

- Contribute to the efficient and effective functioning of their team or work unit to meet the organisation's objectives. This includes demonstrating appropriate and professional workplace behaviours in accordance with the Code of Conduct, assisting team members if required and undertaking other key responsibilities or activities as directed by one's supervisors.
- Read, understand, and comply with all DDHS policies and procedures.
- Be aware of the requirements of the DDHS's risk management framework; identifying, assessing, managing, and escalating risks; and exercising a duty of care.
- Work at and travel between other DDHS locations may be required from time to time.
- Complete all mandatory training as required by DDHS.
- Demonstrate understanding of the principles of anti-discrimination, staff and trainee's equity, work health and safety and other relevant legislation, and show the willingness and capacity to implement equal employment opportunity and work health and safety plans, policies, and programs.

Work Health & Safety

- Ensure all activities comply with WHS legislation and DDHS policy & procedure.
- Implement & monitor risk management activities including, but not limited to, workplace inspections, incident/hazard investigation and follow-up, and implementation of risk controls.
- Analysis of WHS training requirements for staff including the provision of training and monitoring of training to ensure completion and currency.

Created / Reviewed by	Approved	Changes made
P&CM		
Executive Manager	 Tiana McCoy (Oct 27, 2026 09:38:51 GMT+9.5)	Updated: Direct line manager title and new position number
Chief Finance Officer	 Manoshanth Balasingam (Oct 27, 2026 13:26:27 GMT+9.5)	
Chief Executive Officer		

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Final Audit Report 2026-10-27

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