

HEARTKIDS LIMITED POSITION DESCRIPTION – Aboriginal Community Support Coordinator	Approved By: CEO
	Date Approved: 8/8/2025
	Issue Date:

Position: Aboriginal Community Support Coordinator
Status: 1.0 FTE
Reports to: National Services Delivery Manager and National Aboriginal Engagement Manager
Key Relationships: Support Team
Location: Kununurra AND Newman



About HeartKids

HeartKids are champions of the heart as Australia’s leading childhood-onset heart disease (CoHD) charity, and the only not-for-profit organisation dedicated to supporting and advocating for families impacted by CoHD, including congenital heart disease and rheumatic heart disease.

We bring care, connection, and compassion to those living with CoHD. As CoHD is for life we’re a companion for every step of the journey, making holistic care possible with access to tailored information, resources, and support.

For over 40 years, HeartKids has stood side by side with families on their CoHD journeys. Today, we are dedicated to supporting and advocating for the over 80,000 Australian children, teens, and adults impacted by CoHD.

Our Values:

- Courageously Kind – We bring compassion to life through practical, insightful support that's grounded in real experiences
- Championing Change – We embrace bold, purpose-driven action
- United Community – We stand together – with families, partners, corporate supporters, volunteers, and each other

The Purpose of the Position

HeartKids is Australia’s leading authority on childhood-onset heart disease (CoHD), including congenital heart disease (CHD), acute rheumatic fever (ARF), and rheumatic heart disease (RHD). RHD disproportionately impacts Indigenous Australians, particularly in the Kimberley and Pilbara, at 60 times the rate of non-Indigenous Australians, leading to significant morbidity, premature mortality, and ongoing health inequities.

The Aboriginal Support Coordinator role is designed to disrupt this trajectory by:

- Reducing clinic non-attendance and improving engagement with care through culturally safe education, outreach, and the HeartKids For-Life Model.
- Building peer support networks by empowering Aboriginal mentors to walk alongside families impacted by RHD and CHD.
- Bridging systemic gaps through comprehensive care coordination at every life stage.
- Facilitating connections to travel and post-surgery support, ensuring smooth transitions back to Traditional Homelands/Country.

This role is central to HeartKids’ commitment to providing life-long, culturally safe care, ensuring every child and family can live the healthiest and happiest life possible and reach their full potential.

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Key Responsibilities

1. Family Support Coordination (70%)

- **Culturally Safe Support:** Deliver non-clinical, culturally appropriate support and education to Aboriginal and Torres Strait Islander families affected by RHD and CHD, in partnership with ACCHOs and regional health services.
- **Community Outreach:** Reduce barriers to care by providing information and support in community settings, including homes, clinics, and via virtual platforms.
- **Peer Mentorship:** Facilitate and empower Aboriginal peer mentors, leveraging lived experience to provide guidance and support to families.
- **Care Coordination:** Bridge gaps in the healthcare system by coordinating referrals, travel, and post-surgical support, ensuring continuity of care across hospital, community, and home settings.
- **Data and Reporting:** Maintain accurate records in the HeartKids CRM/database, supporting evaluation and continuous improvement.
- **Compliance:** Adhere to HeartKids’ Code of Conduct, Child Protection Services, Privacy Act, and hospital MOUs; complete all mandatory training.

2. Community Events (30%)

- **Campaign Execution:** Support and execute national awareness campaigns at the local level to meet state targets.
- **Event Coordination:** Plan and deliver local events and activities in partnership with volunteers and community members.
- **Volunteer Engagement:** Recruit, coordinate, and support volunteers and peer mentors; provide tools and guidance for successful activities.
- **Donor Relations:** Build and nurture relationships with local donors, fundraisers, and community supporters.
- **Administration:** Manage data entry, receipting, and reporting in compliance with HeartKids procedures.
- **Communications:** Support local social media, digital content, and communications in collaboration with the national marketing team.

Key Skills and Experience

- **Deep Cultural Competence:** Demonstrated experience working with Aboriginal and Torres Strait Islander communities, with a strong understanding of local cultural protocols and sensitivities.
- **Health Literacy:** Understanding of ARF, RHD, CHD, and their impact on Aboriginal families, including barriers to care and community health trends.
- **Community Engagement:** Proven ability to build trust and rapport with diverse stakeholders, including ACCHOs, clinicians, and community leaders.
- **Peer Support Facilitation:** Experience in empowering Aboriginal peer mentors and building support networks.

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- **Event Management:** Experience in organising community events and awareness raising initiatives.
- **Relationship Management:** Strong interpersonal skills with the ability to establish and nurture relationships with families, volunteers, and partners.
- **Autonomy and Teamwork:** Ability to work independently while contributing to a broader team.
- **Technology:** Proficiency in Microsoft Office and Salesforce, or willingness to learn.
- **Compliance:** Commitment to upholding organisational policies, legislative requirements, and health service protocols.

Qualifications and Requirements

- **Essential:**
 - Experience working in community services or equivalent or similar
 - OR lived experience of congenital/rheumatic heart disease (as a parent, family member or adult with CHD/RHD)
 - Open driver’s licence, Working with Children Clearance and Police Clearance
- **Desirable:**
 - Experience working in remote/regional settings
 - Knowledge of local Pilbara/Kimberley community networks