POSITION DESCRIPTION – EIPSR Mental Health Recovery Worker	
Part 1 – Expectations for Your Role	
Position	EIPSR Mental Health Recovery Worker
Service / Program	Mental Health AOD
Industrial Instrument	SACS - EACH Social and Community Service Employees Enterprise Agreement 2017
Instrument Classification	SACS Level 4
Reports to	Team Leader EIPSR
Effective Date	October 2026

Key Deliverables

- To deliver community supports as a member of a multidisciplinary Mental Health team that meets targets as identified by the Program Lead and Team Leader.
- Supporting a dedicated caseload in alignment with program KPI's.
- Assist clients to resolve and/or reduce barriers to stable self-care with low intensity community supports or access higher intensity/duration supports to achieve therapeutic outcomes.
- Develop and maintain effective relationships within the team and with external stakeholders to ensure clients receive the highest quality service.
- Engage with the clients to establish a strong therapeutic relationship that elicits cooperation in the provision of care and planning.
- Ability to test for eligibility for NDIS and support with application.
- Provide a holistic approach in consultation with the Team Leader, clients, carers, family, and Each peer workers.
- Office based role with outreach appointments, utilising fleet vehicles. Not a hybrid role, no work from home provision as this is a client facing role.

Skills

- Strong skills and knowledge of Mental Health in the Biopsychosocial Model of Health with strong communication, interpersonal, and relationship-building skills.
- Effective listening and a non-judgmental approach to communication.
- Ability to establish and maintain professional boundaries while maintaining empathy, compassion, and patience.
- Capacity to remain calm and act sensitively in situations involving distress or unpredictable behaviour.
- Creative and flexible approach to problem-solving.
- Team-oriented mindset with the ability to contribute to a positive and collaborative team culture.
- Ability to promote and uphold the rights, responsibilities, and recovery of program participants.
- Understanding of privacy, confidentiality, and ethical practice in mental health work
- Ability to collaborate effectively with clients, families, colleagues, stakeholders and other service providers.

Experience and Knowledge

- Minimum 2 years' experience in Mental Health and/or AOD sectors.
- Ability to deliver person centred support within a Multidisciplinary Mental Health Framework.
- Demonstrate understanding and experience of mental health services, interventions for responding to clients with complexity of needs and associated risk.
- Familiarity with systems and processes to support program operations, including documentation and reporting.
- Demonstrate a commitment to person-centred, recovery-oriented practice, treating individuals with dignity and respect.
- Knowledge of local community resources and the ability to work safely within those environments.

Qualification/Registrations/Licences

- Bachelor level (or equivalent) qualification in Mental Health, Community Health, Social Work, or a related discipline.
- Dual diagnosis qualification/experience preferred but not essential.
- Working knowledge of the relevant legislation, related policy, and awareness of current trends in mental health service delivery.
- Current state based full driver's license.

Physical Requirements

- **Office Environment**: Ability to sit for extended periods and use office equipment.
- **Office Mobility**: Ability to sit for extended, move around the office and attend meetings.
- **Travel**: Ability to walk up and down stairs, to get in and out of vehicle.
- **Light Lifting**: Ability to lift and carry up to 5-10 kg with appropriate manual handing (e.g., material aid, laptops or office supplies).
- **Visual & Auditory**: Ability to read documents and communicate effectively in person and via phone/video.
- **Travel**: Ability to travel between sites and for clients.

Why we include physical requirements in our Position Descriptions

We list the physical requirements of a role to ensure transparency and to support equitable access to employment. This information helps candidates understand the nature of the role and identify any workplace adjustments or supports they may need to thrive in it. Our aim is to create an inclusive environment where everyone can perform their role safely and effectively, with the right accommodations in place.

If you have specific access needs or would benefit from adjustments to the recruitment process or the role itself, we warmly encourage you to let us know. We're committed to working with you to find solutions that support your success.

POSITION DESCRIPTION - Employee
Part 2 – Expectations for Our Team

At Each, we are committed to improving lives and strengthening communities through a range of health, disability, housing, counselling, and mental health services. With a dedicated team of over 1,500 employees and 250 volunteers, we aim to create a positive impact, empowering individuals to live healthier, happier lives.

Our vision is for everyone to live well, and we strive for a healthier, more equitable future through innovation, advocacy, and community engagement.

We care. We listen. We learn. We deliver. Altogether better care.

Expectation of Employees

Employees are expected to work collaboratively with team members and other Directorates, contributing to both individual and community outcomes. They must model Each's values, ensuring an inclusive, safe, and engaging culture.

Employee Responsibilities

An Each employee is responsible for:

- Ensure quality, safety, and risk management to protect staff, customers, and the community.
- Collaborate with team members and stakeholders to achieve positive outcomes.
- Create a safe, respectful environment that fosters growth, learning, and wellbeing.
- Track progress and outcomes to meet Each's goals and performance targets.
- Work within professional boundaries and program guidelines.
- Demonstrate leadership behaviours and serve as an ambassador of Each.

Quality

Employees must engage in continuous improvement, comply with legislation and accreditation standards, and maintain the necessary skills and knowledge for their role.

Safety & Wellbeing

All Each employees are responsible for their own health and safety, as well as that of others, in line with OH&S legislation and Each's policies.

Child Safe Commitment

Each is dedicated to creating a child-safe environment, with zero tolerance for child abuse. Everyone is responsible for protecting and reporting any suspected child abuse, ensuring the safety and well-being of children involved with Each.

Inclusion and Diversity Commitment

Each is dedicated to an inclusive and diverse workplace where everyone is valued and respected. All staff are expected to promote inclusivity, embrace diversity, and foster a collaborative environment, ensuring a safe and supportive workplace for all.

Key Selection Criteria

<u>Skills & Behaviours</u>

- Adhere to Each's Behavioural and Performance Standards.
- Strong communication and interpersonal skills for building relationships.
- Collaborative team player with a positive attitude.

<u>Desirable Experience, Knowledge, and Qualifications</u>

- Relevant tertiary qualifications.
- Proven collaborative teamwork skills.

- Understanding of the Not-For-Profit and Health sectors.

Mandatory Competencies/Licences

- Criminal History Check and Employee Working with Children Check (as required).
- National Worker Screening Check (if required for the role).
- Entitlement to work in Australia

Expected Behaviours for all Each Staff

- Act in accordance with Each's Code of Conduct, policies, and service principles.
- Respond to family violence risk in line with the MARAM Framework.
- Promote a safety-first culture and adhere to health and safety policies.
- Ensure Each Great Care is put through its PACES (Person-Centered, Accessible, Connected, Effective and Safe).
- Support a zero-tolerance stance on abuse, neglect, and discrimination.
- Foster an inclusive, collaborative work environment, prioritizing customer needs.
- Contribute to teamwork, innovation, and continuous improvement.
- Engage in continuous learning and complete all mandatory training on time.