

**POSITION DESCRIPTION – Better Connect Inclusion and Diversity Specialist****Part 1 – Expectations for Your Role**

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| Position | Better Connect Inclusion and Diversity Specialist |
| Service / Program | Better Connect – Mental Health, AOD, and Suicide Prevention Services |
| Industrial Instrument | HSUA 1&5 - Victorian Stand-Alone Community Health Services (Health and Allied Services, Managers and Administrative Officers) Multi Enterprise Agreement 2018-2022 |
| Instrument Classification | Grade 4 |
| Reports to | Workforce Development Manager |
| Effective Date | May 2025 |

Key Deliverables**Strategy Development, Implementation and Engagement**

- Lead the co-design of Better Connects LGBTIQ+, Multicultural and Accessibility Action Plan for staff and communities working closely with Consortium Partners and Operations and adapting it based on feedback and emerging needs.
- Lead initiatives to ensure underrepresented communities' voices are heard, identify barriers to service access, and implement solutions to enhance service delivery.

Leadership and Advocacy

- Advocate for I&D at all levels within Better Connect, embedding these principles into the organisation's culture and service delivery.

Community Engagement and Service Delivery

- Oversee community engagement to ensure services are accessible, inclusive, and culturally appropriate, with a focus on marginalised and Indigenous communities in partnership with the Engagement, Integration, and Inclusion Manager for Indigenous People.

Collaboration with Consortium Partners

- Work with consortium partners to integrate I&D principles into service delivery, collaborate on engagement strategies, and improve client outcomes.
- Participate in team activities such as planning, setting priorities, knowledge sharing and team building

Workforce Development Support

- Assist the Workforce Development Manager in creating and implementing I&D-focused workforce strategies, including recruitment, training, cultural competence development and inclusion to create an inclusive and supportive work culture.

Training and Capacity Building

- Design and deliver programs and training to build organisational capability so all Better Connect employees are providing a welcoming, culturally safe and inclusive service to all customers, particularly in mental health, AOD, and suicide prevention.

Policy and Practice Review

- Review policies and procedures to ensure they reflect Better Connect's I&D commitments
- Conduct research and staying abreast of industry trends and initiatives and integrating this into inclusion and diversity and learning and development programs

Data Analysis and Reporting

- Identify workforce demographics and create a strategy to build diversity in Better Connects workforce
- Collect, analyse, and report I&D data to improve service delivery and measure I&D initiative success.

**Employee Resource Groups (ERGs)**

- Support the creation and sustainability of ERGs for staff from diverse backgrounds to connect and contribute to organisational initiatives.

Collaboration with the Engagement, Integration, and Inclusion Manager for Indigenous People

- Collaborate with the Manager to ensure services are culturally responsive, and develop initiatives to strengthen engagement with Indigenous communities and enhance cultural safety in service delivery.

Skills and Personal Attributes

- Strong interpersonal and communication skills, with the ability to engage with diverse groups and stakeholders.
- Expertise in designing and delivering I&D training programs.
- Leadership and collaboration skills for working effectively with teams and partners.
- Passionate about creating positive change for diverse and underrepresented populations.
- Empathetic, approachable, and committed to advocacy for all communities.
- Self-motivated, proactive, and results-oriented with strong multitasking abilities.

Experience and Knowledge

- Experience in diversity and inclusion, community engagement, or similar roles, ideally in mental health, AOD, or social services.
- Proven experience in community engagement and service delivery, especially with marginalised and underrepresented communities
- Expertise in data analysis and using insights for actionable strategies.
- Knowledge of the mental health, AOD, and suicide prevention landscape in regional and remote Australia.
- Understanding of Indigenous cultural practices and experience in developing culturally safe services.

Qualification/Registrations/Licences

- Tertiary qualification in relevant field is preferred.

Physical Requirements

- **Office Environment:** Ability to sit for extended periods and use office equipment.
- **Data Entry:** Capability to type and handle administrative tasks.
- **Office Mobility:** Ability to move around the office and attend meetings.
- **Light Lifting:** Ability to lift and carry up to 5 kg (e.g., laptops or office supplies).
- **Travel:** Ability to travel occasionally to engage with community stakeholders and consortium partners.



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

Skills & Behaviours

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

Desirable Experience, Knowledge, and Qualifications

- 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.