



POSITION DESCRIPTION

Part 1 – Expectations	Employee
Attachments	Addendum A *Outlines the specifics of the allocated Directorate/Portfolio

About EACH

EACH provides an integrated range of health, disability, housing, counselling, and community mental health services across Australia. We offer a wide range of supports to assist members of our community to lead happier, healthier lives. Our staff are a collective workforce of over 1,700 paid employees and over 250 volunteers.

More information is available at: <http://www.each.com.au>

Our vision	Everyone has the power to live well.
Our purpose	Health and support services that improve lives and strengthen communities.
Our values and behaviours	<p>We care.</p> <p>We welcome you with empathy and hope.</p> <p>We believe making change is possible for everyone.</p> <p>We listen.</p> <p>We take time to understand you, your experiences, and your culture.</p> <p>We work with you and the people important to you, to build the right supports.</p> <p>We learn.</p> <p>We evaluate our actions and always seek to improve.</p> <p>We deliver.</p> <p>We have a 'can do' attitude and find ways to say 'yes'.</p> <p>We do what we say we're going to do.</p>



Expectation of Employees

A key focus of this position is to work collaboratively with their team members, their Directorate and across other Directorates.

They are responsible for leading delivery and/or community through their own contribution.

It is expected that all employees consistently model EACH's values and behaviors and ensure EACH's culture is inclusive, safe, and engaging.

Employee Responsibilities

Employees are responsible for:

- Assessing for quality, safety and risk and taking actions that keep myself, customers, community and staff safe
- Partnering with my team, others at EACH, our customers and community to achieve great outcomes
- Creating a safe, respectful and culturally appropriate space to foster growth, learning, belonging, health and wellbeing
- Contribute to tracking progress and outcomes to ensure alignment with EACH's goals and to reliably deliver on performance targets
- Working within the program/role guidelines and professional boundaries of my role
- Demonstrating behaviours at all times that align to EACH's leadership standards and recognises that you are an ambassador of EACH.

Quality:

EACH staff are required to participate in continuous monitoring and improvement and comply with legislation, professional standards and accreditation standards and any other governing laws that apply from time to time.

EACH staff must have and maintain the appropriate skills and knowledge required to fulfil their role and responsibilities. In addition, they must practice within the specifications of this position description, and where applicable within the agreed scope of practice.

Safety & Wellbeing:

EACH is committed to providing and maintaining a working environment for all staff that is safe and minimises risk to health. All staff are to take care of their own health and safety and the health and safety of any other person who may be affected by their acts or omissions at the workplace.

As an Employee you understand your responsibilities and accountabilities to yourself and others in accordance with OH&S legislation across the various jurisdictions and EACH's policies.



EACH Child Safe Commitment Statement:

EACH is committed to promoting and protecting the best interests of children and supporting a child safe culture. EACH has zero tolerance for child abuse. Everyone working at EACH is responsible for the care and protection of children and reporting information about suspected child abuse.

All children who come to EACH have a right to feel and be safe. EACH is committed to the safety and well-being of all children whether they are direct service recipients or indirectly linked to our services such as children of customers. The welfare of children and young people is our first priority. We create a child safe and child friendly environment where all children are valued and heard, are safe and protected."

Key Selection Criteria

Skills and Behaviours

- Acts in accordance with EACH's Behavioural and Performance Standards.
- Highly developed communication and interpersonal skills to competently establish and maintain effective working relationships with clients, staff and visitors.
- Demonstrated ability to work collaboratively and enthusiastically within a team to help foster a positive and progressive work environment.

Desirable Experience, Knowledge, and Qualifications

- Tertiary qualifications in a relevant discipline.
- Demonstrated ability in working collaboratively as part of a Team
- Appreciation and understanding of the Not-For-Profit sector and Health services is well-regarded.

Mandatory Competencies and/or Licences

- Completion of an acceptable Criminal History Check and Employee Working with Children Check (or State equivalent) prior to commencement of employment and as required by legislation and policy during employment, as well as a duty to disclose relevant information that may arise after employment has commenced.
- A cleared National Worker Screening Check prior to commencement of employment (if required for the role – not applicable to all roles)

Expected behaviours for all EACH Staff

- Acts in accordance with EACH's Code of Conduct, policies and procedures and is demonstrably committed to EACH's vision, mission, values, and service principles.
- Responds to family violence risk in line with their role and responsibilities and in accordance with the Multi-Agency Risk Assessment and Management (MARAM) Framework and related Frameworks.
- Promotes a 'safety first' culture and acts in accordance with EACH Health, Safety and Wellbeing Policy and management system.
- Ensures EACH Great Care is put through its PACES (Person-Centred, Accessible, Connected, Effective and Safe).
- Promotes and supports a zero-tolerance culture that recognises all people have the



right to live their lives free from abuse, neglect, violence, discrimination and exploitation and acts upon EACH's commitment to recognise, raise and respond to any deviation from a person's human rights.

- Fosters and promotes an inclusive and collaborative work environment where all employees, volunteers and customers feel welcomed, respected, valued and enabled and proud to fully participate, irrespective of their individual differences in background, experience and perspectives. Demonstrates a customer focus by prioritising the needs and outcomes of internal and external customers.
- Demonstrates teamwork and collaboration and positively contributes to group activities.
- Contributes to innovation and continuous improvement and openly shares information and knowledge to enable optimal outcomes for customers.
- Be curious, reflective, and open to continuous learning and new ways of working.
- Successfully completes all mandatory training in a timely manner, to support the delivery of high quality, safe and effective service delivery.



Counsellor - Prompt Response

This document explains the work of the Counsellor - Prompt Response and the outputs they will need to deliver

Position:	Counsellor - Prompt Response
Directorate / Service / Program:	Child Youth Family Wellbeing
Industrial Instrument Name:	EACH Social and Community Services Enterprise Agreement 2017
Instrument Classification:	Level 4
Reports to:	Team Leader
Effective Date:	July 2024

Key Deliverables

- Provide trauma informed counselling and therapeutic consultation services to meet the needs of individuals, couples and families presenting for counselling support, either onsite or via telehealth services.
- Where relevant ensure screening for family violence (MARAM), mental health concerns and substance use issues are conducted and referral pathways provided to attend to identified concerns
- Undertake child focused continuous risk assessment and safety planning.
- Support people to identify goals, develop interventions and therapeutic plans which are suitable for a 6 session model.
- Provide services that are culturally sensitive to minority groups of people including indigenous, CALD and LGBTIQ + communities.
- Ensure appropriate casework support, including, follow up referral and advocacy as appropriate to ensure best outcomes for the client group.
- Support access to services by participating in the intake and initial assessments of clients into the counselling/casework program.
- Contribute to the on-going review and development of counselling/casework services at EACH to ensure service delivery remains consistent with current best practice models.
- Participate in the development and facilitation of health and well-being sessions, and other group work activities in the community.
- Maintain close links with other health and community agencies enabling referral and collaborative service provision.
- Attend regular networking meetings and build ongoing connections and collaboration with services and programs in the Local Council.
- Actively engage and participate in community events to promote the program.



- Actively participate in the multi-disciplinary team, including attendance at staff, team and other meetings, supervision and provision of management reports as required.
- Ensure case file documentation, and information shared is compliant with the EACH Client Record Management Systems Policies and Procedures.
- Work within EACH's policies and procedures including WH&S, Privacy & Confidentiality, Rights & Responsibilities and relevant quality and service standards.
- Contribute to a culture of quality and innovation, ensuring alignment with EACH's existing quality improvement and accreditation systems.
- Ensure targets are met as per agreement with Local Council.
- Participate in reporting requirements to Local Council.
- Customer satisfaction –feedback for clients is obtained reviewed.
- Participation in the annual Prompt Report as required by council.

Qualifications and skills

Skills

- A variety of counselling and casework frameworks suitable for a 6-session model of counselling with both women and men.
- High level of communication, both written and oral, including presentation, liaison, and networking skills.
- Sound coordination and administrative skills - able to organise and administer own work programs and services; good time management skills; and data input skills.
- A strong commitment to quality service provision, excellence, and innovation in work practices.
- Excellence in assessment and co designed care planning and goal focused care delivery.

Experience and Knowledge

- Experience in providing trauma informed counselling to individuals presenting with a diverse range of issues such as mild to moderate mental health issues (anxiety and depression), family violence, substance use, family issues and other life stressors.
- Experience in providing assessments and a demonstrated ability to provide a full range of psycho-social interventions
- Sound professional knowledge, together with an understanding of the community health service provision environment, and commitment to a social model of health and community service principles
- Ability to work effectively as part of a multi-disciplinary team, to contribute to service and team development, and to contribute to the promotion of the organisation and its services
- Commitment to customer focus, innovation, continuous improvement, flexibility, and openness

Mandatory Qualification/s, Competencies and/or Licences

- Degree in Social Work, Psychology or similar counselling qualification.
- Eligibility for registration with AASW or other professional counselling association.
- Completion of a Criminal History Check and Employee Working with Children Check (or State equivalent) prior to commencement of employment and as required by legislation and policy during employment, as well as a duty to disclose relevant information that may arise after employment has commenced.



- A cleared National Worker Screening Check prior to commencement of employment (where required).
- Current state-based driver's license

Physical Requirements:

- able to sit at a computer for 6 – 8 hours per day
- Walk up stairs
- ability to travel between EACH locations or within the community
- Lift 3 kgs etc.