



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.

Part 2 - Addendum (Community Engagement Coordinator)

This document explains the work of the Community Engagement Coordinator and the outputs they will need to deliver

Position:	Community Engagement Coordinator
Directorate / Service / Program:	headspace Casey Cardinia
Industrial Instrument Name:	EACH Social and Community Service Employees Enterprise Agreement 2017
Instrument Classification:	Level 5
Reports to:	Headspace Casey Cardinia Service Manager
Effective Date:	March 2024

Key Deliverables

Community Engagement

- Assist with the development, implementation, and evaluation of a Community Awareness Strategy for the headspace Narre Warren and headspace Pakenham centres in conjunction with the centre management team.
- Design and coordinate events for target groups to increase the profile of headspace and deliver key messages (e.g. mental health literacy, reduced stigma, anti-discrimination, early help seeking).
- Work closely with centre staff to ensure that the impact of any campaign/event is addressed at the planning stages so that clinical staff are available to manage increased referrals.
- Assist in maintaining websites and utilising social media to develop opportunities for youth engagement and service promotion.
- Produce documents and promotional material of a professional standard that comply with branding policy, suitable for external communication to a variety of target audiences.
- Build relationships with external service providers and report on opportunities for mutually beneficial partnerships that progress headspace and the centre toward its objectives.
- Represent headspace to various agencies and professional networks, the local community and young people.

Health Promotion

- Liaise with headspace National and support the roll out of specific campaigns whilst keeping youth voice at the forefront of the service.
- Assist in the planning, development and delivery of community-based help seeking and mental health literacy education sessions, particularly in schools.

- Work with headspace clinicians to ensure that health promotion messages and activities relating to youth mental health are consistent and evidence based.
- In partnership with the centre manager and other relevant staff develop an annual community engagement and health promotion calendar and communicate this to the team.
- Assist in the organisation and delivery of relevant community events and activities such as headspace training activities, community events, promotional days/weeks (e.g., Youth Week, Mental Health Week).

Youth and family participation

- Recruit, train, supervise and support young people to be involved in the headspace centre Youth Reference Group (also known as Youth Advisory Committee) and/or develop other mechanisms to engage young people with the work of headspace. This would include facilitating the fortnightly group meeting.
- Work closely with the headspace centre team to ensure that the views of young people and families are integrated into service planning and service delivery.
- Facilitate & coordinate the running of group programs onsite or offsite locations as required.

Peer Work

- Coordinate and supervise peer and lived experience workforce and volunteers at headspace Casey Cardinia, such as Youth and Carer Peer Support Workers.

General

- Ability to work on Saturdays or afterhours when required.
- Keep up to date with relevant youth sector trends, gaps and information.
- Participate in relevant training and development activities as an effective team member.
- Be involved in quality improvement activities within the headspace centre ensuring that services provided continue to be effective, helpful and continuously improved.
- To ensure that all services are delivered in accordance with relevant legislation and EACH's operational policies and procedures.
- To be a participating and respectful member of the team contributing to a harmonious workplace environment in accordance with the aims, objectives, philosophy, and policies of EACH.
- Provide a team approach to support the work, cooperate closely with team members in order to ensure continuity of care and provision of a high-quality service to young people.
- Ability to participate in reflective practice if required. Through headspace team meetings, decision making, processes, service evaluation & planning, supervision, and staff development activities.
- Maintain strict confidentiality regarding information and data accessed in the course of carrying out the duties described above.
- Report all client and staff incidents in accordance with EACH's policy and Procedures.
- Contribute to collection of data specifically around peer support to aid in the development of a best practice model.
- Provide reports as required by EACH.
- Actively participate in regular line and peer supervision processes.
- Participate in staff meetings, program planning, professional development sessions and staff training as required.
- Participate in Individual Performance and Development Planning.



- Other duties consistent with the position where required and/or requested by management from time to time.

Qualifications and skills

Qualifications

- Tertiary qualifications in Health Promotion, Public Health, Community Development, Social/Behavioural Science, Social Work/Planning or a related discipline.

Experience and Knowledge

- Demonstrated experience working with young people with mental health, alcohol and other drug, and other social issues.
- Demonstrated experience coordinating and facilitating youth programs, events and activities within a community setting.
- Strong experience and expertise with social media as a communication tool.
- Demonstrated ability to develop, implement and evaluate community awareness programs.
- Exceptional ability to engage and communicate to groups of people, tailoring communication to suit a specific target group or age range.
- Demonstrated understanding of the challenges and experiences of young people from diverse backgrounds including young people who are culturally and linguistically diverse, Aboriginal and Torres Strait Islanders, and LGBTIQ+
- Broad knowledge of the range of services available to young people in the local government, health, education, employment, and youth sectors.
- Ability to organise and implement community engagement activities within an allocated budget.
- Ability to represent headspace externally and amplify the voice of young people with mental health concerns more broadly in the community.

Skills

- Highly developed verbal and written communication skills.
- Advanced computer skills including word processing, spreadsheets, and database applications.
- Excellent organisational and time management skills
- High levels of professionalism, confidentiality, and discretion.
- Ability to think creatively and develop innovative solutions to problems.

Mandatory Qualification/s, Competencies and/or Licences

- Completion of a Criminal History Check
- 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.
- Current state-based driver's license and have access to own vehicle.

Physical Requirements:

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