



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 (Intake & Brief Intervention Clinician)

This document explains the work of the Intake & Brief Intervention Clinician and the outputs they will need to deliver

Position:	Intake & Brief Intervention Clinician
Directorate / Service / Program:	headspace Hastings
Industrial Instrument Name:	EACH Social and Community Service Employees Enterprise Agreement 2017 or Victorian Community Health Sector (Audiologists, Dietitians, Pharmacists and Psychologists) 2018-2021
Instrument Classification:	Dependent upon qualification
Reports to:	Intake & Brief Intervention Team Leader
Effective Date:	May 2024

Key Deliverables

- Provide engaging client focussed service access & intake to young people, their families and stakeholders.
- Establish a potential client's needs (through discussion of the presenting issue/s) and determine the client's supports (including referral pathways) across the domains of Mental Health, AOD, Primary Health & Work & Study.
- Deliver effective evidence-based clinical mental health interventions to young people who present with mild –moderate mental health issues with a focus on single session frameworks and brief treatment/support models.
- Engage families and carers in treatment planning and family work where appropriate
- Deliver services flexibly including from co-located or offsite premises in the local community.
- Present client cases at clinical review meetings and supervision.
- Effectively escalate care as clinically required.
- Maintain effective relationships with local stakeholders and agencies
- Support students & graduate staff on placement within the intake team
- Conduct health promotion activities to young people both within the centre but also wider into the community.
- Accurately maintain all client data, records and reporting processes, including hapi data in a timely manner based on service KPI.
- Undertake project/portfolio based clinical work as negotiated with the Intake Team Leader & Clinical Lead.



Qualifications and skills

Mandatory Qualification/s, Competencies and/or Licences

- Holds a minimum Bachelor level qualification in a related discipline.
- 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
- Current state-based driver's license (Desirable)

Skills

- Highly developed assessment & therapeutic counselling skills with young people - particularly single session and brief intervention skills
- Ability to work collaboratively with all stakeholders i.e. young people, GPs, schools, government agencies, private practitioners etc.
- Highly developed interpersonal, verbal and written communication skills, problem solving and negotiation skills especially with young people in the early stages of help seeking. This includes the delivery of sessions appropriate to the needs of the young person and family and include in person and telehealth approaches.
- Ability to work autonomously and part of a team.
- Proven ability/high level of interpersonal skills to effectively liaise, consult, negotiate, communicate and collaborate with clients, their families and other agencies and service providers.
- Information management and technology skills including experience in the use of electronic client management systems.
- Ability to multi-task, set priorities and meet strict deadlines.
- Effective written and oral communication skills, including proven skills in negotiating, developing and managing cooperative relationships and constructive communication.
- Adhere to Victorian Privacy Laws-Information Privacy Act 200 and the Health Records Act 2001, as well as other laws that regulate the handling of personal information.
- Knowledge and understanding of relevant legislation, policies and issues informing health services for young people and families.
- An understanding of the Primary Health Care sector.
- A thorough understanding of Child & Youth Mental Health.

Experience and Knowledge

- Experience and passion for working with adolescents and young adults with early stage, varied mental health presentations across the mild-moderate scale
- Demonstrated experience in working with young people and understanding of adolescent development
- Demonstrated experience and skill in assessing and treating young people diagnosed with moderate to more severe mental health difficulties, including effective mental state examination and risk assessment skills.
- Demonstrated clinical mental health experience in working with families to deliver therapeutic interventions
- Experience working with young people and families from diverse backgrounds including the headspace National key priority groups including CALD, Indigenous, LGBTIQA, young men, & young people at risk or experiencing homelessness.



- Previous experience in working with young people and families across a range of flexible modalities including group based intervention, telehealth & single session frameworks.
- Thorough understanding of the mental health and broader service system.

Highly regarded Qualifications and/or Certifications

- Post graduate qualification in related field or minimum 3 years' experience working in the relevant field

Physical Requirements:

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