



POSITION DESCRIPTION	
Part 1 - Expectations	Leadership - Direct reports
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>



Leadership Expectations

This Leadership position is an integral member of the Leadership team who works with their Directorate, the EACH Executive Team and other key stakeholders to deliver the Vision and Strategic objectives of EACH.

A key focus of these positions is to work collaboratively with other Directorates to collectively understand the future developing needs of the business and ensure their Directorate can effectively support the broader business functions and operations. They are responsible for ensuring their area of responsibility is meeting KPI's, is financially sustainable and is operating effectively, in line with EACH's values.

It is expected that all leaders consistently demonstrate strong leadership capability, model EACH's values and behaviours and ensures EACH's culture is inclusive, safe, and engaging.

Leadership Responsibilities

An EACH Leader is responsible for:

- Delivery of the EACH Strategic Plan - relevant to EACH and their allocated area of responsibility.
- Contributing to EACH's financial sustainability plan and decisions.
- Creating high performing teams that are flexible, adaptable, collaborative, capable, and consistently demonstrates EACH's leadership performance and behavioural standards and values. They also ensure these expectations flow through their teams and leaders within their team are also modelling these behaviours.
- Modelling and supporting continuous improvement, learning and development.
- Promoting staff health, safety and wellbeing within the Directorate to ensure high standards of health, safety, and wellbeing of all employees.
- Maintaining and contributing to a safe and inclusive organisation where our people are proud to work, feel safe and empowered.
- Ensuring sound operations through effective leadership and management.
- Working within a framework of effective and sensible controls to ensure key risks are assessed and managed.
- Fostering a climate of innovation, strategic thinking, collaboration and continuous improvement
- Fostering a sense of common purpose and connecting people to the organisation and its vision.
- Ensuring systems and processes relevant to their area support the broader EACH business and key stakeholders.
- Ensuring compliance across the Directorate with regards to legislations, mandatory compliance, funding requirements and EACH's policies.
- 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 a leader 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.
- Strong leadership capability that aligns to EACH's value and behaviours including a demonstrated track record in modelling and reinforcing organisational values and behaviours.



- Demonstrated ability to attract, retain and develop a diverse, inclusive, and high performing workforce where people feel a sense of belonging, empowerment and connection to their role.
- Demonstrated ability to drive a safe and inclusive culture ensuring that social, psychological, cultural, and physical safety and wellbeing is a priority.
- Demonstrated success in bringing people and teams together to encourage connections, collaborations, and partnerships.
- Demonstrated ability to deliver on and take responsibility for strategic objectives and measure progress and impact.
- Confidence engaging and briefing relevant stakeholders as required.

Desirable Experience, Knowledge, and Qualifications

- Demonstrated experience at a Leadership Level in related area of expertise.
- Tertiary qualifications in a relevant discipline.
- Demonstrated ability in working collaboratively as part of a leadership Team and in demonstrating strong leadership behaviours.
- Appreciation and understanding of the Not-For-Profit sector and Health services would be 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 leadership 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

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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.



Addendum Senior Systems Engineer

This document explains the work of the Senior Systems Engineer and the outputs they will need to deliver.

Position:	Senior Systems Engineer
Directorate / Service / Program:	IT Operations
Industrial Instrument Name:	Victorian Stand-Alone Community Health Services (Health and Allied Services, Managers and Administrative Officers) Multiple Enterprise Agreement 2018-2022) (HSUA 1&5 EA)
Instrument Classification:	Grade 5
Reports to:	IT Operations Manager
Effective Date:	April 2024

About the role

The **Senior Systems Engineer** will work closely with the IT team and business stakeholders to deliver IT projects and services including network, operating systems, applications, end points and security while leading the team of System Administrators.

Working within the IT team, this role will have a focus on delivering excellent IT operations services to EACH business units, while continuously driving efficiencies in the use of IT technology.

Key Deliverables

- Manage and lead the IT Systems Administrators, managing their workloads and performance.
- Build a strong rapport between your direct reports by conducting regular team meetings and keeping it a fun place to work.
- Provide IT operational services for service requests, change management, incident management and problem management.
- Delivers and takes ownership of ICT technical requirements for projects.
- Be an ICT technical SME for project delivery and transition to BAU operations when required.
- Develop, implement, and continuously enhance technical ICT controls which include but are not limited to:



- Business continuity and resiliency
 - Data and network security
 - Identity and access management
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- Work with the business to define technical ICT requirements for operating platforms such as SOE lockdown, patching, group policy management for servers and end user devices.
 - Produce ICT metrics to measure the level of threat and maturity of ICT controls across the organisation.
 - Perform IT Security activities to meet ISO 27001 standards.
 - Implement robust security measures and ensure compliance with industry standards and regulations.
 - Participate in an out-of-hours support roster as and when required.
 - Develop and maintain installation and configuration procedures.
 - Research and recommend innovative options and where possible automated approaches that leverage our resources.
 - Collaborate with vendors and third-party service providers to ensure effective service delivery and adherence to contracts.
 - Provide technical support, guidance and mentoring to junior IT staff.
 - Contribute to the delivery of the IT strategy for EACH.

Physical Requirements:

- Walk up stairs
- Sit at a computer 90% of the day.
- Lift 3 kgs etc.
- Ability to travel between EACH locations.

Qualifications and skills

- Bachelor's degree in information technology, Computer Engineering, and/or equivalent experience
- 7+ years' experience in ICT administration or support and 2+ years' experience in a similar role
- Relevant ICT vendor qualifications
- Microsoft certifications – MCSA etc
- VMware certifications
- ITIL certification
- Project management certifications



- Experience in IT project management, preferably in a technical lead role.
- Advanced knowledge of security technologies such as malware protection, firewall, IPS, DLP, email gateway and proxies.
- Ability to present technical findings to ICT and business (management level) audience.
- Demonstrated ability to operate as part of a multi-discipline team in a complex and changing environment.
- Ability to manage competing deadlines.
- A high level of knowledge of current ICT trends, threats and technologies in complex ICT environments is essential.
- Advanced knowledge of different network topologies and basic principles of network architecture design.
- Advanced knowledge of Windows, Linux, virtualization technologies.
- Knowledge of private, public and hybrid cloud configuration and deployment is highly desirable (AWS / Azure / Dell Vxrail or similar HCI).
- Extensive experience in firewall policy management, IPS tuning and network behavioural analysis.
- Sound understanding of secure VPNs, secure proxies and web application firewalls
- Exposure to incident response and performing system and data restorations in a complex environment.
- Exposure to large commercial information systems, including analysis, design and management of complex IT infrastructure and solution.
- Ability to work within an enterprise ICT network environment.