



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 Youth Enhanced Services Carer Peer Worker (Identified)

This document explains the work of the Carer Peer Worker (Identified) role and the outputs they will need to deliver

Position:	YES Carer Peer Worker (Identified)
Directorate / Service / Program:	Primary Mental Health Care NSW – Youth Enhanced Service
Industrial Instrument Name:	EACH Social and Community Service Employees Enterprise Agreement 2017
Instrument Classification:	Social & Community Services Employee Enterprise Agreement Level 3
Reports to:	Senior Children’s Mental Health Clinician
Effective Date:	August 2024

About the Therapeutic Alliance team

The Therapeutic Alliance is a consortium of community based not-for-profit services who provide outstanding services across the North Coast of NSW. Consortium partners are Health Voyage, The Buttery, Chess Connect, Wellways and EACH as the lead agency of the Consortium.

The Alliance will deliver the Primary Mental Health Program (PMHP) funded by Health North Coast through a multidisciplinary person centred, hub and spoke model/s of care. The 3 main service hubs are located at Port Macquarie, Coffs Harbour, and Byron Bay.

The PMHP will deliver Healthy Minds, Mental Health Nursing Incentive program, Youth Enhanced Services (YES), Suicide Prevention program, Counselling Support program and Low Intensity Mental Health program.

Eligibility

The filling of this vacancy is intended to constitute an Affirmative Measure under section 8(1) of the Racial Discrimination Act 1975. To be eligible to apply under the Act, applicants must:

- be an Aboriginal person and/or a Torres Strait Islander person
- identify as an Aboriginal person and/or a Torres Strait Islander person, and
- be accepted by their community as being an Aboriginal and/or a Torres Strait Islander person
- Successful applicants will be required to provide evidence of Aboriginal and/or Torres Strait Islander status before being appointed to the role.



Key Deliverables

- Demonstrate knowledge and understanding of Aboriginal and Torres Strait Islander communities and cultures; and demonstrate the ability to communicate with Aboriginal and Torres Strait Islander people
- Uses lived experience to support and engage carers in building their capacity to be part of their community
- Increased meaningful carer involvement in the YES service model
- Assist in the development of projects that enhance the carer experience and engagement with the YES program
- Engage with clients to develop trusting and professional relationships that support clients to reach their recovery goals.
- Utilise the principles of Intentional Peer Support to create connection, a mutual relationship, curiosity about worldview and movement towards positive goals.
- Participate in regular review of progress towards the identified goals.
- Seek to learn about clients' interests, strengths, life experiences, memories, connections with family and friends, and support the client to increase their connections with community and build their support network.
- Engage with the client to establish a mutual relationship where both parties are working towards agreed goals.
- Provide support and hope of recovery to clients by intentionally sharing relevant lived experience.
- Draw upon experience, understanding and belief in strength based, recovery orientated models of service.
- Encourage the client to consider their own personal strengths and how these could be utilised in their current situation.
- Encourage and support clients to access and remain engaged with his/her physical health care and social support services.
- Enter all notes on client contacts into EACH's Client Management System and other required systems in a timely and accurate manner.

Qualifications and skills

Skills

- Demonstrates sensitivity and respect for diversity.
- Provides insights from a lived experience perspective or learnt knowledge of issues facing clients.
- Maintains a positive approach to change and adapts to new or different ways of working.
- Overcomes obstacles, learns from experience and identifies areas for self-development.

Experience and Knowledge

- Family or Carer lived experience of mental distress/illness and the recovery journey or learned knowledge of mental health.
- Experience of the public or private mental health systems.
- Demonstrated experience in working at a direct care level.
- A demonstrated knowledge of the relevant and current legislation relating to the client group including the Mental Health Act and Privacy Act.
- A commitment to delivering a person-centred approach that treats people with dignity and respect values their identity, diverse backgrounds and life experiences.
- A strong understanding of, and commitment to, cultural safety and trauma-informed care.



Mandatory Qualification/s, Competencies and/or Licences

- 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.

Highly regarded Qualifications and/or Certifications

- Intentional Peer Support training or willingness to undertake IPS training.
- Cert IV Mental Health Peer Work or related disciplines, or willingness to undertake such training.

Physical Requirements:

- ability to travel between EACH locations