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| **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](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

We care.

We welcome you with empathy and hope.

We believe making change is possible for everyone. We listen.

We take time to understand you, your experiences, and your culture.

We work with you and the people important to you, to build the right supports. We learn.

We evaluate our actions and always seek to improve. We deliver.

We have a   attitude and find ways to say *.*

We do what we say  going to do.

# 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   behaviors 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   reliably deliver on performance targets

 Working within the program/role guidelines and professional boundaries of my role





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  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  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





demonstrably committed to  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  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



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 Registered Nurse Care Coordinator

**This document explains the work of the Registered Nurse Care Coordinator and the outputs they will need to deliver**

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| **Position:** | **Registered Nurse Care Coordinator Chronic Disease** |
| **Directorate / Service / Program:** | **Primary Care / Chronic Disease Management Services / Pathways++ Program** |
| **Industrial Instrument Name:** | **Nurses And Midwives (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2020-2024** |
| **Instrument Classification:** | **Registered Nurse – Grade CN4** |
| **Reports to:** | **Team Lead: Senior Project Manager** |
| **Effective Date:** | **July 2024** |

## Key Deliverables

 The chronic disease Registered Nurse Care Coordinator working in the Pathways++ program will provide individually tailored person centered care for patients with complex and chronic conditions ensuring the service provides EACH Great Care to every person, every time.

 Perform comprehensive assessments of the overall health of a client and work with them to understand their specific condition(s), the recommended treatment(s) and/or interventions and ways to actively engage in management their condition.

 Identify and prioritise the issues impacting up on their health.

 Support the patient to eliminate any barriers to initiating and maintaining involvement with health professionals or services.

 Enable them to establish goals and develop a care plan to address these issues.

 Initiate referrals to appropriate health professionals and/or services including social prescribing as detailed in the care plan.

 Participate in clinical supervision.

 Participate in key stakeholder engagement and collaboration.

 Ensure services are customer focussed and of high quality that comply with Quality and Compliance standards and evidence based, best practice care.

 Maintain accurate customer records with completion of all documents in a timely and accurate manner in accordance with organisational standards.

 Practice within relevant professional and ethical standards.

 Foster a team culture aligned with EACH values and behaviours.

 Contribute to the programs continuous development and quality improvements.

 Represent the service at internal and external forums, meetings and networking opportunities when required.

 When requested attend performance meetings with any relevant funders to discuss performance and compliance.

## Qualifications and skills

 Bachelor of Applied Science (Nursing), or equivalent

 Registered Nurse, Division 1 with current registration to practice with AHPRA

 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

 Advanced clinical skills in managing a complex clinical caseload using patient- centred approach.

 Excellent skills in a wide range of clinical assessment, treatment, intervention, and patient education in chronic disease management.

 An understanding of and a commitment to the principles and practices of community health, primary health, and the social model of health

 Demonstrated capacity to work with people from diverse backgrounds including culturally and linguistically diverse backgrounds.

 Experience in working across a variety of clinical settings including general practice.

 Demonstrated experience and skill in the provision of chronic disease management services.

 Ability to develop and nurture positive and on-going relationships with a range of stakeholders.

 Excellent communication skills.  Ability to work independently.

## Physical Requirements:

Ability to travel and conduct home visits.

Ability to travel between EACH locations and clients place of dwelling according to catchment area.

Able to sit at a computer for 6-8 hours per days.

Walk up stairs. Lift 3kgs.