



POSITION DESCRIPTION – Active Hold Support Officer

Part 1 – Expectations for Your Role

Position	Active Hold Support Officer
Service / Program	Better Connect
Industrial Instrument	Each Enterprise Agreement 2024
Instrument Classification	Support Services Level 2
Reports to	Senior Stepped Care Coordinator
Effective Date	November 2025

Key Deliverables

- **Inbox Oversight:** Monitor referral communications and triage updates to the relevant team members.
- **Service Contact Monitoring:** Ensure timely documentation of client contact; flag missed intervals for clinical review; and close episodes as directed.
- **Reporting:** Generate and format reports on Active Hold caseloads, contact frequency, and referral status to support compliance tracking.
- **Workflow Support:** Maintain accurate records of referral status and client transitions; coordinate weekly bulk messaging to clients.
- **Process Coordination:** Complete administrative steps for referral progression; liaise with clinicians for case reviews; and maintain current support rosters and escalation pathways.
- **Administrative Support:** Provide administrative assistance to the Senior Stepped Care Coordinator as required.
- **Quality Improvement:** Participate in the development, implementation, and evaluation of quality assurance activities.

Skills

- Excellent written and verbal communication skills, including face-to-face and telephone communication.
- High level of computer literacy, including proficiency in Outlook and Excel; experience with client databases preferred.
- Strong organisational and time management skills, with the ability to manage competing priorities in a busy environment.
- Demonstrated ability to work both independently and under direction.
- Collaborative and flexible approach to teamwork.
- Capacity to quickly learn and adapt to different software programs.

Experience and Knowledge

- Previous experience working in an office environment, preferably within a medical or health care setting.



- Demonstrated experience and/or interest in working with young people.
- Basic understanding of privacy, confidentiality, and ethical standards within health care.

Physical Requirements

- **Office Environment:** Ability to sit for extended periods and use office equipment.
- **Data Entry:** Capability to type and handle administrative tasks.
- **Office Mobility:** Ability to move around the office and attend meetings.
- **Visual & Auditory:** Ability to read documents and communicate effectively in person and via phone/video.



POSITION DESCRIPTION - Employee

Part 2 – Expectations for Our Team

At Each, we are committed to improving lives and strengthening communities through a range of health, disability, housing, counselling, and mental health services. With a dedicated team of over 1,500 employees and 250 volunteers, we aim to create a positive impact, empowering individuals to live healthier, happier lives.

Our vision is for everyone to live well, and we strive for a healthier, more equitable future through innovation, advocacy, and community engagement.

We care. We listen. We learn. We deliver. Altogether better care.

Expectation of Employees

Employees are expected to work collaboratively with team members and other Directorates, contributing to both individual and community outcomes. They must model Each’s values, ensuring an inclusive, safe, and engaging culture.

Employee Responsibilities

An Each employee is responsible for:

- Ensure quality, safety, and risk management to protect staff, customers, and the community.
- Collaborate with team members and stakeholders to achieve positive outcomes.
- Create a safe, respectful environment that fosters growth, learning, and wellbeing.
- Track progress and outcomes to meet Each’s goals and performance targets.
- Work within professional boundaries and program guidelines.
- Demonstrate leadership behaviours and serve as an ambassador of Each.

Quality

Employees must engage in continuous improvement, comply with legislation and accreditation standards, and maintain the necessary skills and knowledge for their role.

Safety & Wellbeing

All Each employees are responsible for their own health and safety, as well as that of others, in line with OH&S legislation and Each’s policies.

Child Safe Commitment

Each is dedicated to creating a child-safe environment, with zero tolerance for child abuse. Everyone is responsible for protecting and reporting any suspected child abuse, ensuring the safety and well-being of children involved with Each.

Inclusion and Diversity Commitment

Each is dedicated to an inclusive and diverse workplace where everyone is valued and respected. All staff are expected to promote inclusivity, embrace diversity, and foster a collaborative environment, ensuring a safe and supportive workplace for all.

Key Selection Criteria

Skills & Behaviours

- Adhere to Each’s Behavioural and Performance Standards.
- Strong communication and interpersonal skills for building relationships.
- Collaborative team player with a positive attitude.

Desirable Experience, Knowledge, and Qualifications

- Relevant tertiary qualifications.
- Proven collaborative teamwork skills.



- Understanding of the Not-For-Profit and Health sectors.

Mandatory Competencies/Licences

- Criminal History Check and Employee Working with Children Check (as required).
- National Worker Screening Check (if required for the role).
- Entitlement to work in Australia

Expected Behaviours for all Each Staff

- Act in accordance with Each's Code of Conduct, policies, and service principles.
- Respond to family violence risk in line with the MARAM Framework.
- Promote a safety-first culture and adhere to health and safety policies.
- Ensure Each Great Care is put through its PACES (Person-Centered, Accessible, Connected, Effective and Safe).
- Support a zero-tolerance stance on abuse, neglect, and discrimination.
- Foster an inclusive, collaborative work environment, prioritizing customer needs.
- Contribute to teamwork, innovation, and continuous improvement.
- Engage in continuous learning and complete all mandatory training on time.