



POSITION DESCRIPTION – Service Design Manager

Part 1 – Expectations for Your Role

Position	Service Design Manager
Service / Program	Service Design / Clinical Governance
Industrial Instrument	The Each Agreement
Instrument Classification	Level 6
Reports to	Director – Clinical Governance
Effective Date	June 2025

Key Deliverables

Partner with Program Directors and Quality, Improvement & Risk to perform the following functions:

- **National Practice Leadership:**
 - Monitor, analyse, interpret and implement sector reform, legislation changes, regulatory standards, frameworks, current evidence and best practice.
 - Integrate changes into systems, policies, procedures and guidelines and measure outcome adoption.
 - Optimise client management systems to support practice and maximise efficiencies and revenue.
 - Identify, lead and support the development of key skills, capability, practice or knowledge gaps, and provide secondary consultations.
- **Strategic Projects:**
 - Lead service design projects.
 - Develop and present reports to the Executive Team, senior leadership and relevant committees.
 - Investigate and position EACH for relevant growth.
 - Engage in aligned strategic projects with peak governing and funding bodies and other key stakeholders.
- **Risk Response:** In partnership with the relevant Program Director and quality and risk, undertake gap analysis to determine priorities for service improvement and quality enhancement support.
- **Funding and Performance Outcomes:** Partnering with Program Directors and Finance Business Partners, identify and act on opportunities to increase revenue and meet funding and performance requirements.
- **Measuring Impact:** Embed impact and outcome measurements to enable data-driven decision making, to create value, increase efficiencies, and continuously improve services.
- **Model Development:** Co-produce, co-design and re-design service models and models of care.
- **Service Establishment:** Provide establishment support for new operational services, ensuring service model integrity.

Skills

- **Engagement:** Strong skills in understanding stakeholder needs and effective in engaging cross-functional stakeholders to achieve practice and design solutions.
- **Policy Advice:** Formulate and recommend changes to policies, procedures, guidelines and Each documents within portfolio accountability
- **Gap Analysis and Continuous Improvement:** Identify compliance gaps and develop practice and design solutions. Proven skills in continuous improvement to iterate service models



- **Lived Experience:** Values and centres lived experience in service design.
- **Problem-Solving:** Seeks diverse information and adapts or develops new approaches to problem-solving if established techniques are no appropriate
- **Change Management:** Manage change in a complex environment
- **Teamwork and Autonomy:** Collaborative and flexible team player with the ability to work independently
- **Cultural Competence:** Engages authentically with diverse backgrounds. Knowledge of diversity, inclusion and intersectionality
- **Knowledge Development:** Growing knowledge of knowledge of legislation, standards and best practice.
- **Commitment:** Dedicated to human rights, integrated trauma-informed care, and harm minimisation.
- **Awareness:** Knowledge of trauma-informed practice, family violence, child safety and suicide prevention.
- **Technical Skills:** Competent in Microsoft Office Suite and portfolio relevant systems.
- **Organisational Skills:** Strong organisational abilities with the ability to manage time, priorities and resources.
- **Self-Improvement:** Open to feedback and self-care for personal growth.

Experience and Knowledge

- **Legislation and Standards Implementation:** Knowledge and experience of portfolio-specific compliance requirements including standards, legislation, frameworks and system requirements. Ability to interpret legislation and practice guidance, and design accessible policies and procedures and training
- **Portfolio Knowledge:** Understand the portfolio in the context of Each's Strategy and the legal and political context in which it operates
- **Design Methodology:** Design methodology qualification and experience is desirable
- **Governance and Quality:** Knowledge of governance, assurance, compliance and risk management principles and practices
- **Communication:** Communicate confidently and professionally with a range of stakeholders including executive and senior leadership, managers and employees, and effectively facilitate committees, working groups and projects
- **Project Management:** Project management knowledge and experience is desirable
- **Large or Complex Organisation:** Experience working within a large or complex organisation, navigating its structures and processes efficiently.

Qualification/Registrations/Licences (Mandatory only)

- Undergraduate and/or graduate qualification in an area relevant to one or more of the Service Design portfolio areas preferred or extensive operational/practice experience in the relevant portfolio area
- Service Design Manager – Primary Care & GP Services Portfolio **only** – relevant AHPRA Registration

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.
- **Light Lifting:** Ability to lift and carry up to 5 kg (e.g., laptops or office supplies).
- **Visual & Auditory:** Ability to read documents and communicate effectively in person and via phone/video.
- **Travel:** Ability to travel across Each locations.



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.