



## POSITION DESCRIPTION

<b>Part 1 – Expectations</b>	<b>Employee</b>
<b>Attachments</b>	<b>Addendum A</b> *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>

<b>Our vision</b>	Everyone has the power to live well.
<b>Our purpose</b>	Health and support services that improve lives and strengthen communities.
<b>Our values and behaviours</b>	<p><b>We care.</b></p> <p>We welcome you with empathy and hope.</p> <p>We believe making change is possible for everyone.</p> <p><b>We listen.</b></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><b>We learn.</b></p> <p>We evaluate our actions and always seek to improve.</p> <p><b>We deliver.</b></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 NDIS Support Coordinator

<b>Position:</b>	<b>Support Coordinator</b>
<b>Directorate / Service / Program:</b>	<b>NDIS Support Coordination</b>
<b>Industrial Instrument Name:</b>	<b>Social and Community Services Award</b>
<b>Instrument Classification:</b>	<b>Level 4, PP1-5</b>
<b>Reports to:</b>	<b>Team Leader/Manager</b>
<b>Effective Date:</b>	<b>March 2024</b>

### Key Deliverables

- A professional, timely and appropriate level of service is provided to customers with a range of disability, and they are receiving the care and support they need resulting in positive experience.
- Capacity of customer, families and carers is built to enable them to make informed decisions.
- All hours of Coordination of Supports are recorded and claimed against individual NDIS plans (85% of Support Coordination billable time).
- Follow up on all Support Coordination enquiries in a responsive and timely manner.
- High degree of satisfaction is recorded in customer feedback surveys, demonstrating that customer's lives have been enhanced and they have been able to reach their goals feeling better connected to the community.
- Increased independence skills in customers who are not able to coordinate their own plan and services.
- Wherever possible, provide opportunity for the customer to be upskilled in the management of their plan and coordination of their supports.
- Reports are provided to NDIA with the relevant paperwork as directed in the plan.
- Maintain all customer data and provision of ongoing weekly reports regarding new referrals/leads, engagement strategies, non-billable time spent in the pre-planning phase of relationship building, down-time prior to service implementation and a list of 'at risk' customers and mitigation strategies to prevent loss of customer and income.
- All client data is captured in EACH system customer management system, Carelink+ at the point of enquiry.
- Conflict of interest policies and processes are always followed.
- Attendance and active participation in one-on-one supervision and team meetings.
- All organisation and accountability requirements have been met in a timely and participatory manner and to a high standard.
- Active participation in training, staff development opportunities, and the annual performance review process.



## **Qualifications and skills**

- Diploma or higher tertiary qualifications in a relevant health or human service-related discipline and/or equivalent.
- Satisfactory National Police Check and Working with Children Check to be maintained in accordance with EACH policy.
- A cleared National Worker Screening Check prior to commencement of employment.
- Excellent written and verbal communication
- Exceptional customer service skills and ability to adopt a person-centred approach when working alongside people with disabilities.
- Efficient time management
- High level of computer literacy and ability to use several online systems.
- Ability to actively contribute to and share knowledge within a transdisciplinary team.
- Highly developed people and relationship building skills.
- Excellent active listening and interpersonal skills.
- Ability to work with people with different cultural backgrounds, languages and customs.
- Ability to utilise negotiation, conflict resolution and creative problem-solving techniques in service delivery.
- Demonstrated experience working in clinical, educational or community-based disability, mental health or early childhood intervention services or related fields.
- Experience in dual-disability and/ or Lived experience with a disability or experience caring for someone with a disability will be highly regarded.
- Demonstrated experience in community participation and case coordination for individuals with complex psychosocial and disability needs.

## **Physical Requirements:**

- Ability to sit at a computer for 6 – 8 hours per day.
- Ability to travel between EACH site locations.
- Ability to travel to/from customer homes and community settings.