

**POSITION DESCRIPTION – Family Engagement and Assessment Coordinator****Part 1 – Expectations for Your Role**

<b>Position</b>	Family Engagement and Assessment Coordinator
<b>Service / Program</b>	Early Childhood Approach
<b>Industrial Instrument</b>	SACS - EACH Social and Community Service Employees Enterprise Agreement 2017
<b>Instrument Classification</b>	Level 3
<b>Reports to</b>	Family Engagement and Assessment Team Lead
<b>Effective Date</b>	May 2025

**Key Deliverables**

- A professional, timely and appropriate level of service is provided to all families, children, and carers, resulting in a positive experience.
- Capacity of families and carers is built to enable them to make informed decisions.
- New referrers are contacted within five business days and where needed an appointment is booked with the Early Years Specialist.
- Initial needs of children and families are correctly identified and screened for priority intervention.
- Coordinators identify appropriate referral pathways for each child.
- After the first contact, families understand what support will be provided and what will happen next.
- Children and families are referred appropriately to mainstream, community and specialised services.
- Details of conversations with families, including the supports provided, are recorded accurately in the NDIA PACE system.
- Conversations with families show cultural awareness and sensitivity for children and families from culturally diverse backgrounds and Aboriginal and Torres Strait Islander peoples.
- New enquiries are accurately recorded on the NDIS business system.

**Skills**

- Exceptional time management, ability to prioritise workload and meet deadlines and KPIs.
- High level interpersonal verbal and written communication skills, including conflict resolution, problem solving, ability to think flexibly and de-escalation strategies.
- Build rapport and develop respectful relationships with families.
- Emotional intelligence, personal resilience, and tenacity.
- Advanced computer literacy and data entry
- Engages authentically with diverse backgrounds.
- Dedicated to human rights, trauma-informed care, and harm minimization.
- Understands family violence and child safety issues, open to related training.



### **Experience and Knowledge**

- Experience working in a fast-paced, high-volume intake environment, managing multiple phone calls, enquiries, consultations, meetings, emails.
- Exceptional knowledge of child development, developmental delay, and disability.
- Growing knowledge the Early Childhood Approach and NDIS pathways.
- Experience working within a large organization, navigating its structures and processes efficiently.
- Appreciation and understanding of the not-for-profit or health sector, with awareness of industry-specific needs and compliance requirements.
- Experience working with children aged 0-6 with developmental delays or disabilities and their families.
- Lived experience of disability or carer of a person with a disability or developmental delay is highly regarded.

### **Qualification/Registrations/Licences**

- Degree or Diploma education, social work, or other relevant discipline.
- The NDIS pre-engagement screening is cleared prior to commencement of employment.

### **Physical Requirements**

- Ability to sit for extended periods (7-8 hours per day) and use office equipment.
- Capability to type and manage administrative tasks.
- Ability to lift and carry up to 3kg (e.g., laptops or office supplies).
- Ability to work remotely from home and attend the closest Each office as required.



## 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

- 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.