

**POSITION DESCRIPTION – CARE AND RECOVERY COORDINATOR****Part 1 – Expectations for Your Role**

Position	Care and Recovery Coordinator - SURE
Service / Program	Mental Health & AOD
Industrial Instrument	SACS - EACH Social and Community Service Employees Enterprise Agreement 2017
Instrument Classification	Level 5
Reports to	SURE southeast team leader
Effective Date	August 2026

Key Deliverables

- Provide high-quality engagement, assessment, and support services to individuals using best practice principles (Trauma Informed, Dual Diagnosis).
- Deliver flexible support through office-based, limited outreach, and remote methods (telephone, telehealth).
- Case manage AOD clients and coordinate care throughout treatment plans.
- Facilitate access to treatment options and develop long-term recovery plans.
- Conduct assessments, create holistic recovery plans, and provide harm reduction education.
- Coordinate case conferences for integrated treatment and monitor progress using outcome measures
- Maintain collaborative relationships with internal and external stakeholders (eg: GPs, mental health services, housing, child protection).
- Participate in clinical reviews, team planning, and communities of practice.
- Maintain accurate records, adhere to compliance requirements, and contribute to quality improvement initiatives.
- Deliver services in line with funding model to ensure targets and KPI's are attained.

Skills

- Strong interpersonal and communication skills, with a non-judgemental and empathetic approach.
- Ability to engage clients and stakeholders using motivational interviewing, trauma-informed practice, and active listening.
- Ability to manage crisis situations using de-escalation techniques.
- Demonstrated cultural competence and commitment to cultural safety, particularly when working with Aboriginal and Torres Strait Islander peoples, CALD communities, and LGBTIQ+ individuals.
- Collaborative team player with respect for lived experience in recovery.
- High level of adaptability, solution-focused thinking, and openness to feedback and professional development.
- Strong personal and professional boundaries to support safe, ethical, and therapeutic practice.
- Proficiency in Microsoft Office and strong administrative skills for effective recordkeeping and service delivery.
- Strong assessment, case coordination, and case management skills.
- Proven report writing and documentation skills.
- Capacity to build collaborative relationships with internal and external stakeholders.



Experience & Knowledge

- Ability to work in the AOD and mental health sectors, particularly with clients with dual diagnosis.
- Ability to work with clients facing co-occurring mental health, physical health, and social challenges.
- Familiarity with family violence risk assessment frameworks (e.g. MARAM), relevant legislation, privacy and confidentiality requirements, and child safety obligations.
- Developing understanding of the needs of high-risk and marginalised populations, including people who inject drugs, those experiencing homelessness, justice-involved individuals, and priority communities.
- Experience in liaising with diverse stakeholders (health, family violence, housing, child protection, financial counselling).

Qualification/Registrations/Licences (*Mandatory only*)

- Minimum qualification AOD Skill Set, looked on favourably Certificate IV Youth work, Social Work, advance dip in AOD, completed or completing competencies in dual diagnosis (for at least the first 6 months).
- Current CPR certification.
- Current Working with Children Check and National Police Check.
- MARAM training or willingness to undertake upon commencement.
- Current state-based driver's license without limitations and with the ability to transport clients.

Physical Requirements

- Ability to sit for extended periods and use office equipment.
- Capable of typing and performing administrative tasks, moving around the office to attend meetings, and lifting and carrying items up to 5 kg, such as laptops or office supplies.
- Ability to read documents and communicate effectively in person and via phone/video.
- Able to travel for outreach purposes, requiring the ability to drive fleet vehicles and transport passengers as needed.

Why we include physical requirements in our Position Descriptions

We list the physical requirements of a role to ensure transparency and to support equitable access to employment. This information helps candidates understand the nature of the role and identify any workplace adjustments or supports they may need to thrive in it. Our aim is to create an inclusive environment where everyone can perform their role safely and effectively, with the right accommodations in place.

If you have specific access needs or would benefit from adjustments to the recruitment process or the role itself, we warmly encourage you to let us know. We're committed to working with you to find solutions that support your success.



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.

Our Commitment to Inclusion at Each

At Each, inclusion is at the heart of how we work, connect and care. We are committed to creating a workplace and services that are safe, welcoming and responsive, where every person feels respected, valued and able to be themselves.

We celebrate and actively support diversity in all its forms, including Aboriginal and Torres Strait Islander peoples, LGBTIQ+ communities, people with disability, people from diverse cultural and faith backgrounds, people of all ages, and those with lived and living experience of our services.



All employees, volunteers and contractors at Each are expected to:

- Treat others with respect, curiosity and care
- Contribute to a workplace free from discrimination, bullying and harassment
- Engage in culturally safe and responsive ways
- Speak up and take action when behaviours do not align with our values
- Participate in learning to strengthen inclusion, equity and belonging

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 Compliance

- 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
- National Worker Screening Check (if required for the role).
- Entitlement to work in Australia
- Consent to Each sharing relevant personal information with the Victorian Department of Education under Early Childhood Workforce Register obligations (If required for the role).

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.