



Position Description	Employee
Attachments	Addendum A *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>

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



Position Summary

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.

Key Deliverables

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: This document explains the work of the Data Officer and the outputs they will need to deliver.

Position:	Data Officer
Directorate / Service / Program:	Primary Mental Health Care Psychological Services for Underserved or Hard-to-Reach Populations
Industrial Instrument Name:	Victorian Stand-alone Community Health Services (Health and Allied Services, Managers and Administrative Officers) Multiple Enterprise Agreement 2018-2022 (HSUA 1 & 5)
Instrument Classification:	Grade 3
Reports to:	Program Coordinator
Effective Date:	July 2024

About

The Mental Health, Alcohol and Other Drugs, and Suicide Prevention (MHAODSP) service aims to deliver comprehensive, integrated, and person-centred care across the CCQ region (Central Queensland, Wide Bay, Sunshine Coast). It addresses service gaps for the 'missing middle' by enhancing accessibility and integrating primary mental health care, psychosocial support, and early intervention. Through a hub and spoke model, specialised resources and coordination are centralised, while local spokes ensure community-based service delivery. This approach promotes holistic wellbeing by considering broader determinants of health, fostering collaboration among providers, and ensuring a sustainable, adaptable service responsive to community needs.

The consortium, led by EACH, includes nine partners: Central Queensland Indigenous Development, Flourish Australia, Gympie Women’s Health Centre, Open Minds Australia, Queensland Injectors Health Network, REFOCUS Aboriginal and Torres Strait Islander Services, Stride Mental Health, and Wellways Australia. This diverse coalition enhances service delivery through comprehensive, community-focused care.

The **Psychological Services for Underserved or Hard-to-Reach Populations (PSUHRP)** program, delivered by EACH under the Primary Mental Health stream, targets individuals in rural or remote areas and those facing cultural, linguistic, socioeconomic, or geographical barriers. It offers face-to-face, video, and phone sessions, ensuring consumer choice. Services will be provided by psychologists, mental health nurses, social workers, and Aboriginal and Torres Strait Islander health workers. The program aims to deliver short-term psychological therapies for mild to moderate mental illness or suicidal ideation.



Position Summary

The Data Officer will provide data management and analysis along with system development for data collection and service administration for the program. This role will be responsible for identifying, collating and presenting data in an appropriate format for different audiences.

Deliverables

- Support for program management with data to manage client intake and allocation, caseload management, and other logistical requirements.
- Develop and monitor processes to meet all data reporting requirements both internally and externally.
- Ensure accurate reporting for programs to maintain compliance and accuracy.
- Manage data integrity.
- Use analysis to proactively seek ways to improve processes and increase performance.
- Provide administrative support for key domain processes, including demand management and quarterly planning.
- Provide other administrative support as needed.
- Provide secretarial support for meetings.

Skills

- Proven track record in developing, implementing, and maintaining operational workflow processes.
- Data management and knowledge of databases such as Track and MS Access.
- Proven track record in developing Excel spreadsheets, reporting data (e.g., charts), and checking for data integrity.
- Excellent written and verbal communication skills.
- Ability to deal with a range of stakeholders.
- Knowledge of governance meetings and requirements.
- Proven record of checking KPIs against targets.

Experience and Knowledge

- Demonstrable experience as a support officer in a project-based environment, ideally business/IT projects.
- Demonstrable experience of project controls including budgets, forecasts, risks, and issues; familiarity with the reporting of these controls, including governance reporting and steering committee meetings.
- Considerable experience in providing advanced administrative support to senior stakeholders in comparable large-scale enterprises.
- Proficiency in MS Office suite (advanced), including experience with project scheduling (MS Project).
- Established communication skills (written and verbal).



Mandatory Qualification/s, Competencies and/or Licences

- Diploma in Business Administration or equivalent discipline and/or experience.
- 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.
- A cleared National Worker Screening Check prior to commencement of employment.
- Current state-based driver's licence.

Physical Requirements

- Able to sit at a computer for 6 – 8 hours per day.
- Ability to travel between EACH locations.
- Able to lift 3 kgs.