



POSITION DESCRIPTION	
Part 1 - Expectations	Leadership - Direct reports
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>

each

Leadership Expectations

This Leadership position is an integral member of the Leadership team who works with their Directorate, the EACH Executive Team and other key stakeholders to deliver the Vision and Strategic objectives of EACH.

A key focus of these positions is to work collaboratively with other Directorates to collectively understand the future developing needs of the business and ensure their Directorate can effectively support the broader business functions and operations. They are responsible for ensuring their area of responsibility is meeting KPI's, is financially sustainable and is operating effectively, in line with EACH's values.

It is expected that all leaders consistently demonstrate strong leadership capability, model EACH's values and behaviours and ensures EACH's culture is inclusive, safe, and engaging.

Leadership Responsibilities

An EACH Leader is responsible for:

- Delivery of the EACH Strategic Plan - relevant to EACH and their allocated area of responsibility.
- Contributing to EACH's financial sustainability plan and decisions.
- Creating high performing teams that are flexible, adaptable, collaborative, capable, and consistently demonstrates EACH's leadership performance and behavioural standards and values. They also ensure these expectations flow through their teams and leaders within their team are also modelling these behaviours.
- Modelling and supporting continuous improvement, learning and development.
- Promoting staff health, safety and wellbeing within the Directorate to ensure high standards of health, safety, and wellbeing of all employees.
- Maintaining and contributing to a safe and inclusive organisation where our people are proud to work, feel safe and empowered.
- Ensuring sound operations through effective leadership and management.
- Working within a framework of effective and sensible controls to ensure key risks are assessed and managed.
- Fostering a climate of innovation, strategic thinking, collaboration and continuous improvement
- Fostering a sense of common purpose and connecting people to the organisation and its vision.
- Ensuring systems and processes relevant to their area support the broader EACH business and key stakeholders.
- Ensuring compliance across the Directorate with regards to legislations, mandatory compliance, funding requirements and EACH's policies.
- 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 a leader 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.
- Strong leadership capability that aligns to EACH's value and behaviours including a demonstrated track record in modelling and reinforcing organisational values and behaviours.



- Demonstrated ability to attract, retain and develop a diverse, inclusive, and high performing workforce where people feel a sense of belonging, empowerment and connection to their role.
- Demonstrated ability to drive a safe and inclusive culture ensuring that social, psychological, cultural, and physical safety and wellbeing is a priority.
- Demonstrated success in bringing people and teams together to encourage connections, collaborations, and partnerships.
- Demonstrated ability to deliver on and take responsibility for strategic objectives and measure progress and impact.
- Confidence engaging and briefing relevant stakeholders as required.

Desirable Experience, Knowledge, and Qualifications

- Demonstrated experience at a Leadership Level in related area of expertise.
- Tertiary qualifications in a relevant discipline.
- Demonstrated ability in working collaboratively as part of a leadership Team and in demonstrating strong leadership behaviours.
- Appreciation and understanding of the Not-For-Profit sector and Health services would be 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 leadership 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 (Manager SURE Consortium and Support Services)

This document explains the work of the Manager SURE Consortium and Support Services and the outputs they will need to deliver

Position:	Manager SURE Consortium and Support Services
Directorate / Service / Program:	Mental Health and Alcohol and Other Drugs
Industrial Instrument Name:	Health And Allied Services, Managers And Administrative Officers Multiple Enterprise Agreement
Instrument Classification:	Schedule B, Management & Administrative Officers – Grade 6
Reports to:	Senior Program Manager – Alcohol and Other Drugs Support Services
Effective Date:	November 2023

About the Alcohol and Other Drugs Services Stream

The alignment of EACH's Mental Health and Alcohol and Other Drugs (MH&AOD) services into one large program has created an opportunity to produce operational efficiencies, maximise practice depth, and position EACH to enhance its reputation as a Specialist Mental Health and Alcohol and Other Drugs end to end service provider. The MH&AOD program is subsequently going to be further organised into three Service Streams. The Service Streams were chosen to maximise alignment towards the National and State-wide MH&AOD reforms and opportunities for growth, service similarities for cohorts/presenting issues and for contractual and funding lines of accountability efficiencies.

The three Steams are:

1. Youth Mental Health and Well Being Support Services
2. Adult Mental Health and Well Being Support Services
3. Alcohol and Other Drugs Support Services.

Position Summary

The Manager SURE Consortium and Support Services will lead, manage, and oversee the operational responsibilities and report to the Senior Program Manager – Alcohol and Other Drugs Support Services.



The Manager will work collaboratively with the team leaders of the programs and more broadly with EACH streams including, but not limited to, professional governance structures, lived experience leadership, service design managers, quality and risk and other corporate services, to ensure that there is excellence in service provision and achievement of contract deliverables.

Key Deliverables

- Lead Alcohol and other Drugs (AOD) consortium groups SURE and EDAS.
- Explore operational efficiencies across services e.g., shared documents and knowledge sharing, meetings and meeting structures, clinical supervision and professional development opportunities, and shared document folders.
- Maximise opportunities for shared roles and shared resourcing across programs to enhance efficiencies e.g., shared roles for functions such as clinical supervision, social media community engagement.
- Collaborate with other lead roles within EACH to further develop the model of care and professional practices in line with sector reform agenda, including increased integration between AOD and Mental Health services.
- Ensure services are delivered within EACH policies and procedures, practice frameworks and legislative requirements.
- Ensure excellent service user standards and that programs continue to meet service user needs and expectations.
- Explore and drive growth opportunities with the Program Stream AOD Manager.
- Collaborate with Lived and Living experience Lead to continue to integrate and expand workforce including senior peer work roles within the programs.
- Provide supervision, leadership mentor and coaching opportunities to team leaders across the programs.
- Manage the operational budget for the programs including seeking opportunities for increased funding to enable innovation and increased service provision flexibility in conjunction with the Program Stream AOD Manager.
- Coordinate and Chair programs operational meetings.
- Other duties as directed by the Program Stream AOD Manager.

Qualifications and skills

- Relevant qualification in professional/practice area including, Alcohol and Other Drugs, Social Work, Allied Health
- Significant experience in management and leadership roles with ability to deliver high performing outcome focused programs
- High level of understanding of the AOD sector, relevant legislation and human services standards and staff management principles.
- Demonstrated knowledge of current trends in the AOD and intersecting sectors.
- Strong theoretical practice in working with people experiencing substance use issues, complexity and case management and counselling based on best practice and current theory.
- Advanced practice skills.
- Capacity and drive to support change and innovation and deliver creative solutions.
- Excellent interpersonal and verbal/written communication skills along with the ability to negotiate.
- Completion of a Criminal History Check and Employee Working with Children Check prior to commencement of employment.
- Current driver's licence



Physical Requirements:

- able to sit at a computer for 6 – 8 hours per day
- Walk up stairs
- ability to travel between EACH locations