



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 Stepped Care Lead and the outputs they will need to deliver.

Position:	Coordinator - Stepped Care
Directorate / Service / Program:	Mental Health Alcohol and Other Drugs
Industrial Instrument Name:	SACS - EACH Social and Community Service Employees Enterprise Agreement 2017 or Victorian Community Health Sector (Audiologists, Dietitians, Pharmacists and Psychologists) 2018-2021
Instrument Classification:	Level 5 or classification as per relevant discipline
Reports to:	Operations Manager
Effective Date:	July 2024

About the Service

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.

Position Summary

The Coordinator - Stepped Care is a pivotal role in the delivery of a new collaborative community mental health and AoD care model within one of four local hubs. The role involves direct client engagement, as well as overseeing and implementing targeted brief intervention processes to support clients throughout their care journey, ensuring seamless transitions and aftercare. The Coordinator -



Stepped Care will work closely with internal and external stakeholders, maintaining key relationships and service pathways to enhance community-based responses.

Key Deliverables

- **Client Support and Engagement:** Provide support to clients at the initial connection to hub services, ensuring a positive and supportive entry experience.
- **Collaborative Care Implementation:** Oversee the adoption and implementation of collaborative care processes, including progressive care planning, care transitions, and care-team reviews.
- **Transition Support:** Offer overlapping support to clients transitioning to or from programs, ensuring continuity and stability in their care.
- **Aftercare Interventions:** Co-implement brief intervention aftercare models for targeted clients, promoting sustained recovery and support.
- **Relationship Management:** Maintain and mobilise key relationships, service pathways, and agreements with partners of the local hub.
- **Monitoring and Response Coordination:** Monitor outcomes and demand associated with the model of care, coordinating impactful collaborative responses to local needs in partnership with other stakeholders.
- **Community Building:** Work with the local lived experience workforce to build community-based responses at the hub.
- **Reporting and Record Keeping:** Prepare accurate and timely reports for the Operations Manager and maintain precise record-keeping practices

Skills

- Ability to work collaboratively and professionally with a diverse range of services and professionals.
- Strong organisational skills and the capability to effectively lead and represent the hub's model of care.
- Highly developed interpersonal skills with the ability to build effective relationships and communicate with a diverse range of people both internal and external.
- Strong analytical skills to negotiate challenging situations related to disrupted care.
- Strong computer skills, including proficiency with Microsoft Office and relevant software.
- Ability to develop and lead high-quality care-team responses for service users.
- Sound knowledge of mental health care processes and the ability to implement brief-intervention approaches.

Experience and Knowledge

- Experience working in multiple mental health and/or AoD settings with knowledge of related systems, processes, legislation, and interventions.
- Experience working independently.
- Experience in care-team and community approaches to recovery.
- Knowledge of the mental health sector and community needs.



- Commitment to delivering person-centred care that respects and values individuals' identities, backgrounds, and life experiences.
- Understanding and commitment to cultural safety and trauma-informed care.

Qualifications

- Qualifications in psychology, social work, mental health nursing, or a related field.
- Completion of a Criminal History Check and Employee Working With Children Check (or state equivalent) prior to commencement and as required during employment.
- Current state-based 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.
- Able to lift 3 kgs.