



POSITION DESCRIPTION

Part 1 – Expectations	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	We care. We welcome you with empathy and hope. We believe making change is possible for everyone. We listen. We take time to understand you, your experiences, and your culture. We work with you and the people important to you, to build the right supports. We learn. We evaluate our actions and always seek to improve. We deliver. We have a 'can do' attitude and find ways to say 'yes'. We do what we say we're going to do.



Expectation of Employees

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.

Employee Responsibilities

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 Coordinator: This document explains the work of the Coordinator – Stepped Care and the outputs they will need to deliver

Position:	Coordinator – Stepped Care
Directorate / Service / Program:	Mental Health and Alcohol and Other Drugs AOD NSW Primary Mental Health Care Program
Industrial Instrument Name:	SACS - EACH Social and Community Service Employees Enterprise Agreement 2017
Instrument Classification:	Level 5
Reports to:	Operations Manager
Effective Date:	October 2024

About The Therapeutic Health Alliance team

The Therapeutic Alliance is a consortium of community based not-for- profit services who provide outstanding services across the North Coast of NSW. Consortium partners are Health Voyage, The Buttery, Ability Options, Wellways and EACH as the lead agency of the Consortium.

The Alliance will deliver services funded by Health North Coast through a multidisciplinary person centred, hub and spoke model/s of care. The 3 main service hubs are located at Port Macquarie, Coffs Harbour, and Byron Bay.

The hubs are collectively known as Healthy Hubs Connect. Mental Health programs delivered from the hubs include Healthy Minds, Mental Health Nursing Incentive program, Young Person Severe Mental Health program, Suicide Prevention program, Counselling Support program and Low Intensity Mental Health program.

Position Summary

The coordinator – Stepped Care will be responsible for leading the Healthy Hubs Connect (HHC) model of care from one of 3 local hubs (Port Macquarie, Byron Bay, or Coffs Harbour). The HHC model focusses on collaborative stepped care at times of increased risk of disengagement. The position will oversee & implement targeted brief intervention processes for supported entry, joined-up HHC program and community care (hub and spokes care), supported exit, and aftercare for customers of the relevant local hub.

This is an exciting role in the delivery of a new model of collaborative community delivered mental health care. The role will require the ability to engage directly with HHC clients in a brief capacity, as well as provide stewardship of the care journey of service users, internal and external to the relevant hub.

Key Deliverables

- Provide support to targeted customers at the point of initial connection to hub



services

- Implement and oversee the adoption and implementation of processes for collaborative care at the hub (progressive care planning, care transitions, care-team review etc)
- Provide overlapping support to targeted HHC customers as they transition to or from a HHC program
- Co-implement a model of brief intervention for targeted HHC customers
- Maintain and mobilise key relationships, service pathways, and service agreements for partners of the local HHC hub
- Monitor outcomes and demand associated with the HHC model of care, and in partnership with other HHC partners, coordinate impactful collaborative response to local needs
- Work in partnership with the local HHC lived experience workforce to build communities-based responses at the Hub
- Prepare accurate and timely reports for the Operations Manager as required
- Maintain accurate record keeping

The professional expertise we are looking for in this role

Skills

- Ability to work collaboratively and professionally with other services and professionals across a range of life areas and needs
- Ability to develop and lead high quality care-team responses for service users
- Ability to implement brief-intervention approaches to mental health care and a sound knowledge of mental health care processes
- As part of a team, an ability to support community building initiatives at the hub
- A strong organisation ability and capability to effectively lead and represent the HHC model of care
- Highly developed interpersonal skills, with the proven ability to build effective relationships and communicate with a diverse range of people both internal and external
- Ability to apply problem-solving and analytical skills to negotiate challenging situations related to disrupted care.
- Strong computer skills, including proficiency with Microsoft Office and relevant software.

Experience and Knowledge

- Experience working in multiple mental health settings and knowledge of related systems (processes, legislation, interventions)
- Experience in working independently
- Experience in care-team and community approaches to recovery
- Knowledge of the mental health sector
- Knowledge of mental health services and the needs of the community.
- A commitment to deliver a person-centred approach that: treats people with dignity and respect and in a way that values their identity, diverse backgrounds and life experiences
- A good understanding of, and commitment to, cultural safety and trauma-informed Care

Qualifications and skills



Mandatory Qualification/s, Competencies and/or Licences

- Relevant Tertiary qualifications 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
- Current state-based driver's license

Highly regarded Qualifications and/or Certifications

- Tertiary qualifications in psychology, social work and/or mental health nursing

Physical Requirements:

- Able to sit at a computer for 6 – 8 hours per day
- Walk up stairs
- Ability to travel between EACH locations
- Lift 3 kgs etc.