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| 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>

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| 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 Mental Health Clinician – Adult Complex & Severe Mental Health Services

This document explains the work of the Mental Health Clinician – Adult Severe & Complex Mental Health and the outputs they will need to deliver

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| Position: | Mental Health Clinician – Adult Complex & Severe Mental Health |
| Directorate / Service / Program: | Mental Health, Alcohol and Other Drugs/ Primary Mental Health Care NSW/ Adult Complex & Severe |
| Industrial Instrument Name: | EACH Social and Community Service Employees Enterprise Agreement 2017 or Victorian Community Health Sector (Audiologists, Dietitians, Pharmacists and Psychologists) 2018-2021 |
| Instrument Classification: | Dependent upon qualification |
| Reports to: | Team Leader |
| Effective Date: | August 2024 |

About the Therapeutic 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 the Primary Mental Health Program (PMHP) funded by Healthy 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 PMHP will deliver Healthy Minds, Mental Health Nursing Incentive program, Youth Enhanced Services (YES), Suicide Prevention program, Counselling Support program and Low Intensity Mental Health program.

Key Deliverables

- Coordinate and liaise with other members of the care team including psychiatrists, GPs and any clinicians involved from tertiary mental health, primary mental health and those involved in dual diagnosis care
- Counselling and care coordination for people presenting with complex and severe mental health issues, including but not limited to depression, anxiety, grief, stress, family violence, chronic pain



- Deliver high quality evidence-based mental health treatment and support across individual, group, and family contexts where appropriate
- Undertake systemic care processes such as holistic and specialised assessment, treatment planning, and transitions up and down in care
- Conduct regular case reviews, care planning, and integrated treatment delivery as part of a team-based approach to support adult complex and severe customers and their loved ones where appropriate
- Collaborate effectively with other care agencies, interagency networks and educators to create a supportive network
- Provide consultation to care-team partners, as appropriate
- Develop and deliver culturally appropriate and holistic services
- Promote the service, communicate regularly with, and build and maintain collaborative working relationships with health and welfare agencies and the general community
- Participate in and contribute to team meetings, case conferences, and clinical case review meetings as required in a professional and appropriate manner
- Proactively assist colleagues working in this program and other therapeutic alliance programs
- Model and actively share best-practice methods
- Participate in the continuous clinical quality improvement activities to improve the service provision and outcomes for adult complex and severe customers

Qualifications and skills

Skills

- Formulating mental health treatment plans
- Knowledge and ability to implement mental-health therapeutic approaches (e.g., DBT, ACT, recovery-based approaches)
- A working understanding of the impact of trauma upon mental health
- High quality discipline-specific practice skills
- Assessment – mental state examination, crisis, and risk assessment including after-care planning
- A working understanding of the legislation governing mental health care
- Ability to work independently and cooperatively in a team environment which works towards reaching common program and organisational goals

Experience and Knowledge

- Demonstrated experience in working with people in the context of moderate to increasing acuity mental health issues including complex and severe best treatment options, support services, co-morbidities, and co-occurring contexts
- Knowledge and applied understanding of relevant theories underpinning interventions and clinical practice as well as demonstrated excellence in practical application of such, in the areas of complex and severe mental health

Mandatory Qualification/s, Competencies and/or Licences

- Tertiary qualifications in a relevant field
- 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

- Post graduate qualification in counselling or related field

Physical Requirements:

- Walk up stairs
- Ability to travel between EACH locations
- Lift 3 kgs etc.