



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>



## 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

# each

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 Team Leader – Adult Complex & Severe Mental Health Services

This document explains the work of the Team Leader - Adult Severe & Complex Mental Health role and the outputs they will need to deliver

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

### 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.

### About the role

The Team Leader will lead the implementation of the enhanced adult complex and severe mental health service that is a partnership between EACH and Health Voyage.



The Team Leader will work towards implementing an enhanced model of care for appropriate clients referred through the Primary Mental Health Program. This includes but is not limited to establishing appropriate clinical governance systems and processes to support high quality care, integration of current mental health nurse staff into the new model of care and developing supervision and support structures for new staff. The Team Leader will be supported and work in partnership with other key senior staff in the service including but not limited to the consultant psychiatrist, senior Health Voyage staff and the Service Manager within HHC. The Team Leader role will hold a clinical caseload negotiated with the service manager.

### **Key Deliverables**

- Lead, mentor, support and motivate a team of Adult Severe & Complex Mental Health Clinicians and Peer Workforce with the necessary clinical supervision, training and guidance to ensure quality service provision to people.
- Ensure the delivery of quality services and a flexible, supported and empowered team culture
- Ensure services are customer focussed and of high quality that comply with quality and compliance standards, with the aim to improve the service provision experience and outcomes for people
- Be involved in the development and revision of appropriate education and information formats for people, families/carers, GP's and community
- Maintain and develop own professional skills and knowledge through involvement in ongoing professional supervision and professional development
- Work with the Adult Complex and Severe Mental Health Team to co-design supports and services with individual communities to ensure services are relevant and endorsed to their unique locations
- Develop partnerships with internal and external stakeholders to support growth and the development of services, building a culture that actively promotes customer feedback
- Provide timely response and management of customer enquiries and feedback
- Proactively identify service risks and develop strategies to mitigate them
- Work cohesively and collaboratively with service design managers to ensure practice consistency nationally and compliance and legislative requirements are met. This includes motivating and aligning the clinical teams around the strategic goals, which are influenced by EACH's strategic vision
- Promote the service, communicate regularly with, and build and maintain collaborative working relationships with health and welfare agencies and the general community in conjunction with the Operations Manager
- Assist to develop, review, and embed policies, procedures, clinical quality improvement activities, systems, processes and protocols required to meet relevant quality and service standards

### **Qualifications and skills**

#### Skills



- High level of communication, both written and oral, to communicate effectively with clients and families and to relate to a wide range of people.
- Ability to lead by example and develop a supportive high performing clinical team.
- Have a creative and proactive approach to problem-solving and negotiation, seeking out opportunities to increase the effectiveness of our service experience and outcomes.
- Be curious, reflective, and open to continuous learning and new ways of working, so as to embrace critical questioning, innovation, and continuous service improvement.
- Ability to cope with competing demands by utilising strong organisation, prioritisation and management skills
- Ability to develop and nurture positive and on-going relationships with a range of stakeholders.
- Share EACH's values and commitment to diversity, equity, and inclusion; modelling inclusive behaviours and creating a culture of belonging.
- Bring a strength-based approach to the service, seeking out opportunities to build on the strengths and capacities of the team

#### Experience and Knowledge

- Proven ability in the leadership and management of a multi-disciplinary team, including growing a team and expanding a service or practice.
- Knowledge and experience in clinical governance, including undertaking clinical audits and risk management processes.
- Significant experience in the provision of mental health care, including the completion of mental health assessments, crisis intervention, and interventions to people experiencing mental health difficulties and/or substance use problems.
- Demonstrated experience in mentoring and providing clinical support to other clinical staff.
- Demonstrated experience in working with people in the context of moderate to increasing acuity mental health issues including best treatment options, support services and co-morbidities.
- Knowledge and understanding of the theory underpinning evidence based interventions and clinical practice as well as demonstrated excellence in practical application of such, in the areas of complex and severe mental health
- Demonstrated ability to develop and maintain linkages and networks with a range of government, community and corporate stakeholders to facilitate clear referral pathways.

#### 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 related field

**Physical Requirements**

- ability to travel between EACH locations