



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	<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>



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 – Business Development Consultant

This document explains the work of the Support Worker, NDIS Direct Support and the outputs they will need to deliver

Position:	Business Development Consultant
Directorate / Service / Program:	NDIS
Industrial Instrument Name:	HSUA 1 & 5
Instrument <u>Classification:</u>	Grade 3
Reports to:	Program Director - NDIS
Effective Date:	10th October 2023

About the NDIS Services team

The NDIS Service Team will operate as a self-sustaining business unit across a variety of geographical catchments.

The role will support the delivery of high-quality customer centric services that are financially sustainable, and are delivered in accordance with compliance and legislation working collaboratively with relevant Service Design Managers, Corporate Services and Professional/Practice Leadership roles

Position summary

The Business Development Consultant role is a customer-centric role with a focus on building strong partnerships and relationships with new and transitioning Customers, Community Services, Networks and other organisations. The Business Development Consultant is the central point of contact for all customer enquiries. The engagement of potential, new and existing Customers and facilitation of their pathway through EACH in order to receive the services they wish to access, is a core priority.

Customer may wish to access NDIS Services, Social Activity Groups and other funded and fee for service activities. The Business Development Consultant role requires high levels of customer service skill, motivation and organisation to engage and retain Customers and community stakeholders.



The Business Development Consultant ensures all promotional activity, marketing and customer service strategies for regions are implemented, monitored and reviewed to ensure accountability and positioning of EACH within the region as a major provider of NDIS services.

The role works closely with all NDIS teams to streamline new and transitioning NDIS Customers into services once they have chosen EACH for their service.

Key Deliverables

Marketing

- Implement promotional strategies which contribute to EACH being appropriately positioned in relevant regions and external policy environments
- Build strong partnerships and relationships with new and transitioning Customers, Community Services, Networks and other organisations, disability specific services, local organisations, generic services and communities to link and increase Customer's independence and community involvement
- Respond to all NDIS Service enquiries within the required timeframe of one business days
- Overall focus on promotional strategies which contribute to EACH being appropriately positioned in relevant regions and external policy environments; Successfully, met the required KPIs of new and returning NDIS business per annum;.

Onboarding new and renewing Customers

- Comprehensive understanding of each Customers plan, funds, goals and intended outcomes in order to facilitate a pathway through EACH to ensure appropriate services and supports are delivered;
- Maintenance of all Customer data and ongoing weekly reports regarding new referrals/leads, engagement strategies, non-billable time spent in the pre-planning phase of relationship building, down-time prior to service implementation and a list of 'at-risk' customers and mitigation strategies to prevent loss of Customer and income;
- Ensure all Customer funds, Service Agreements and Service Bookings are clearly established and appropriately managed in Carelink+; for new and renewals.
- Reviewing all Customer plans to assess financial viability and the completion of quotes.
- Monitor and maintain all relevant referral email inboxes
- Manage the plan renewal process for all existing Customers. This includes working closely with internal Billing Team, NDIS teams to determine capacity and review weekly NDIS Plan changes
- Financial oversight of the NDIS Business that includes working in partnership with the Billing / Finance team to ensure maximising all income
- File Audits to be completed to ensure all relevant documents are completed

The professional expertise we are looking for in this role:



Skills

- High level ability to foster and nurture customer relationships;
- High level interpersonal, communication and networking skills
- Demonstrated ability to make decisions and anticipate Customers' needs;
- An ability to support people to obtain their personal wellbeing and life goals through an empowerment-based approach;
- Demonstrated ability to operate through a customer centric lens and apply customer experience principles to their work;
- Ability to work well as part of a team including multi-disciplinary teams;
- Ability to cope well with competing demands in a busy team environment;
- Ability to meet clearly defined outcomes and deadlines;
- Strong organisational, prioritisation and time management skills;
- Ability to engage with and influence stakeholders at all levels of the organisation and externally;
- Advanced computer skills including –MS Word, Excel, PowerPoint, Publisher and Outlook

Experience and Knowledge

- Experience in community based disability, mental health, early childhood intervention or related fields; experience in dual-disability will be highly regarded;
- Working knowledge and high level understanding of NDIS Framework and Funding Model;
- Knowledge and existing relationships in the NDIS network will be highly regarded;
- Extensive customer service and/or customer experience marketing practice;
- Experience working with complex disability or related Customer presentations and complexities;
- Experience delivering outcomes and working with KPIs.

Highly regarded Qualifications and / or Certificates

- Diploma or higher tertiary qualification in a health or human service related discipline or Business Management, Sales and Marketing, Project Management or equivalent.

Physical Requirements:

- able to sit at a computer for 6 – 8 hours per day
- ability to travel between EACH locations if required