



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.



Addendum (National Access and Intake Service Advisor – Tier 1)

This document explains the work of the National Access and Intake Service Advisor – Tier 1 and the outputs they will need to deliver

Position:	National Access and Intake Service Advisor – Tier 1
Directorate / Service / Program:	National Access and Intake Service NAIS
Industrial Instrument Name:	SACS - EACH Social and Community Service Employees Enterprise Agreement 2017
Instrument Classification:	Level 3
Reports to:	Team Leader – National Access and Intake Service
Effective Date:	November 2023

Key Deliverables

- Provides timely and responsive first point of contact for all customers accessing services at EACH.
- Prioritises the needs of clients who are accessing services including Drug and Alcohol, mental health (counselling), family violence and identifying complex needs.
- Works together with National Access and Intake Advisors Tier 2 to provide support for clients with complex needs and be able to complete a brief assessment of needs and identify service requests.
- Responds to all enquiries by phone and email within agreed performance measures.
- Receive a high volume of calls per day, as well as additional web enquiries.
- Supports internal referral pathways across EACH.
- Provide daily statistics to Team Leader in relation to the number of calls, type of calls and urgency, missed calls, and type of enquiry (web, email, and walk-ins).
- Ensures customer details are correctly entered and comply with all government health records legislation.
- Ensures provision of a whole of health model which incorporates co-occurring primary health, mental health, oral health, and substance use concerns.

Skills

Communication

- Exceptional interpersonal skills with the ability to effectively handle challenging and sensitive customer enquiries.
- Sound written communication skills and excellent attention to detail.
- Customer-centric approach with the ability to build rapport and appropriately probe to gather information.
- Ability to always maintain a polite and professional phone manner.
- Ability to communicate across multiple customer channels, including e-mail and web inquiries.



Teamwork

- Works effectively in a team environment and contributes positively to the achievement of set goals.
- Supports colleagues with workload, as required.

Problem Solving

- Solution focussed and lateral thinker to resolve issues as required within the scope of the role.
- Experience with handling complaints and conflict resolution
- Able to follow processes, guidelines, and policies.

Customer Service

- Ability to multi-task and deliver exceptional customer service.
- Strong social skills with the ability to engage and build rapport and have a genuine interest in helping others.
- Flexible approach and openness to new ideas and strong desire to learn new skills.
- Can demonstrate empathy and patience with customers by being understanding and non-judgmental.
- Commitment to act with integrity and place the customer at the centre of everything you do.

Resilience

- Strong time management skills with an ability to coordinate competing priorities.
- Ability to manage high volume of incoming and outgoing phone calls.
- Ability to remain calm under pressure.
- Able to cope in a fast-paced environment.
- Ability to remain focussed and not personalise situations.
- An ability to empathise with customers while retaining clear boundaries and staying focused on task.
- Personal insight into ability to cope in a high pressure and high-volume environment.
- Highly motivated, with a strong work ethic.

Experience and Knowledge

- Demonstrated experience working in a similar high volume, fast paced environment.
- Customer service experience – working with both inbound and outbound calls.
- Experience working in community health sector would be highly regarded.
- IT savvy with ability to use multiple platforms to record data.

Mandatory Qualification/s, Competencies and/or Licences

- Minimum Certificate IV Community Services, Welfare or other relevant qualification
- or willingness to obtain same and/or significant experience in a similar role
- Completion of a Criminal History Check and Employee
- Working with Children Check

Physical Requirements

- Sit at a computer 90% of the day