



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

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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: This document explains the work of the Team Leader – Intake & Brief Interventions and the outputs they will need to deliver

Position:	Team Leader - Intake & Brief Intervention
Directorate / Service / Program:	headspace Casey Cardinia
Industrial Instrument Name:	EACH Social and Community Service Employees Enterprise Agreement 2017
Instrument Classification:	Level 6
Reports to:	headspace Casey Cardinia Service Manager
Effective Date:	August 2024

The Team Leader - Intake & Brief Intervention (headspace Casey Cardinia) position is a crucial role within headspace Casey Cardinia. The position will have a primary function of overseeing & facilitating effective and timely access for young people into the Narre Warren & Pakenham service, and maintaining effective service governance of the intake team alongside the Clinical Lead. The role will be required to undertake several activities including but not limited to:

1. **Access:** Oversee and participate in effective and timely service access for young people referred into headspace Narre Warren & Pakenham.
2. **Intake:** Ensure effective integration and operation of the service's centralised intake system and contributing into the service intake system with client triage, assessment and appropriate referral for young people and their families.
3. **Brief Treatment:** Ensure effective brief treatment is provided for young people, their families and carers that is evidenced based, and focussed on the needs of the young person and family.
4. **Partnerships:** Lead the development and maintenance of local stakeholder partnerships relevant to the Intake team, including fostering effective client pathway options and maximising collaborative care.

The Team Leader - Intake & Brief Intervention (headspace Casey Cardinia) role is accountable to the headspace Casey Cardinia Service Manager. The position is integrated into the headspace Casey Cardinia Senior Leadership Team and Site Seniors that work together to provide quality outcomes for the Casey Cardinia community.

Key Deliverables

- Provide clinical and operational leadership to the Intake & Brief Intervention team.
- Ensure timely access and intake of young people into the service and monitor key KPI's.



- Actively contribute and participate as a leader of an integrated services system at headspace, and undertake effective senior site coordination duties as a member of the senior leadership team.
- Oversee & coordinate the effective clinical systems of the Intake team in association with the headspace Clinical Lead.
- Accurately maintain client data, records and reporting processes, including hapi data.
- Actively participate in regular supervision processes.
- Work in collaboration with other headspace services and specialist clinicians as required.
- Assist in formulation and application of appropriate assessment, treatment and evaluation processes. This includes development and management of client safety plans and oversee the risk management of the team in conjunction with the Clinical Lead.
- Provide evidence based, high quality and flexible specialist counselling support via in-person and online services to young people, and family members & carers where appropriate, including the provision of groups.
- Oversee the effective clinical integration of the MOST platform alongside the Clinical Lead.
- Oversee workforce development of the intake team staffing (including students placed with the intake team) including provision of effective induction, line supervision, mentoring, training, and performance management.
- Maintain effective relationships with local stakeholders and agencies ensuring referral pathways and in-kind contributions strengthen the flow and capacity for service delivery.
- Completion of service reports for headspace National & SEMPHN related to client access and intake.
- Undertake other duties as directed by the headspace service manager within scope of practice based on service need.

Qualifications and skills

Skills & Knowledge

- Proven ability/high level of interpersonal skills to effectively liaise, consult, negotiate, communicate and collaborate with clients, their families and other agencies and service providers.
- Information management and technology skills including experience in the use of electronic client/customer management systems.
- Ability to multi-task, set priorities and meet strict deadlines.
- Effective written and oral communication skills, including proven skills in negotiating, developing and managing cooperative relationships and constructive communication.
- Adhere to Victorian Privacy Laws-Information Privacy Act 200 and the Health Records Act 2001, as well as other laws that regulate the handling of personal information.
- Knowledge and understanding of relevant legislation, policies and issues informing health services for young people and families.
- An understanding of the Primary Health Care sector.
- A thorough understanding of Child & Youth Mental Health.
- Experience and passion for working with adolescents and young adults with early stage, varied mental health presentations and complex needs.



- Demonstrated experience in working with young people and understanding of adolescent development
- Demonstrated experience and skill in assessing and treating young people diagnosed with moderate to more severe mental health difficulties, including effective mental state examination and advanced level risk assessment skills.
- Experience working with young people and families from diverse backgrounds including the headspace National key priority groups including CALD, Indigenous, LGBTIQ, young men, & young people at risk or experiencing homelessness.
- Experience and knowledge of various evidence-based treatment modalities and implementation of group work activities (e.g. self-esteem, anxiety management, family-based interventions etc.).

Mandatory Qualification/s, Competencies and/or Licences

- Minimum Diploma level qualification in Youth Work, Occupational Therapy, Social Sciences, Social Work or a related discipline.
- 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 Qualification in nursing, psychology, occupational therapy or social work.
- AHPRA registered or eligible for membership with the association in your field

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.