



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 – ITC

This document explains the work of the Team Leader – Integrated Therapeutic Community (ITC) and the outputs they will need to deliver

<b>Position:</b>	<b>Team Leader – Integrated Therapeutic Community (ITC)</b>
<b>Directorate / Service / Program:</b>	<b>Mental Health and Alcohol and Other Drugs / Integrated Therapeutic Community (ITC)</b>
<b>Industrial Instrument Name:</b>	<b>SACS</b>
<b>Instrument Classification:</b>	<b>Level 6</b>
<b>Reports to:</b>	<b>Manager – Youth Mental Health Services</b>
<b>Effective Date:</b>	<b>July 2024</b>

### About the Integrated Therapeutic Community (ITC) team

The Integrated Therapeutic Community (ITC) is a model of Youth Residential Rehabilitation, supporting young people 16-25years with significant mental health and complex support needs. Combining Box Hill South and Wantirna South services into an integrated therapeutic community, the service offers a therapeutic community model, and delivers individual recovery counselling and evidence informed group supports.

The service acts as a 12 month stepping stone for young people aiming to support mental health recovery, build practical life skills and confidence for independent living. Participants engage within the service whilst continuing to participate and find a sense of place and belonging to their communities. Service plans are flexibly negotiated to enable participants to maintain or pursue further education, training and employment during their time at the ITC.

### Key Deliverables

- Manage therapeutic programming, coordination and integration across two residential rehabilitation sites.
- Provide operational management and technical expertise to a team of Youth and Family Worker supporting young people 16-25 years of age with significant mental health and complex support needs.



- Ensure the ITC team delivers a high standard of service to clients through a strengths-based, youth orientated developmentally appropriate approach, meeting performance targets.
- Provide direct support to young people through the implementation of social and/or psychological strategies, case management skills, therapeutic groupwork, individual counselling and support, and family counselling/support.
- Assist in structuring connections to ensure a service that is connected to EACH internal services and the wider community.
- Work closely with the YORS Team Leader to maintain strong working relationships and support management of clients transitioning between the services and those on waitlist.
- Lead, mentor, support, and motivate staff with the necessary supervision, training and guidance to ensure quality service provision to customers
- Enable & manage staff to achieve their individual productivity targets through the effective distribution and management of caseloads
- Form and establish collaborative partnerships with EACH's wider youth and mental health programs including, Youth Outreach Recovery Support (YORS) program, internal, and external providers.
- Provide 'overflow' support to young people transitioning between ITC to YORS programs and those on 'bridging support' (waitlist) for YORS.
- Ensure services are of a high quality and comply with EACH's vision and values, DFFH Standards, as well as other legislative and compliance requirements
- Create a culture that actively promotes customer feedback and provide timely response and management of customer enquiries & feedback
- Ensure regular co-design and community engagement opportunities.
- Manage a caseload of clients, work collaboratively with clients & families/carers to support them to build resilience and recovery in areas such as mental health, substance use, physical health and life skills
- Facilitation and delivery of youth leadership programs and opportunities, community building programs and related groups.
- Proactively identify and mitigate service risks, including: operational, clinical, reputational, business continuity and WH&S.
- Complete required organisational accountability and reporting requirements in an accurate and timely manner.
- Ensure smooth running of the program by actively responding to operational & program needs.
- Coordinate and lead service development and growth.
- Coordination and support of the provision of after-hours on-call services across EACH's two Youth Residential Recovery programs.

## **Qualifications and skills**

### Skills

- High level of competence in the implementation of case management and systems for clients with complex needs
- Highly developed interpersonal skills, with the ability to develop and nurture positive and on-going relationships with a range of stakeholders and communicate with people of diverse backgrounds, cultures and abilities
- Ability to lead by example and develop a collaborative, high-performing team



- Evaluation of service provision to ensure care is effective and delivered to a high-quality standard
- Ability to demonstrate a high level of accountability for areas of responsibility
- Ability to manage and assess service delivery against targets, and measure outcomes
- Demonstrated ability to work collaboratively with others towards effective client solutions
- Excellent verbal and written communications skills

### Experience and Knowledge

Extensive experience relevant to working therapeutically with young people and families

- Demonstrated understanding of applied case management principles and practices for people experiencing mental health needs
- Experience working with people with complex needs, including the application of practices such as care coordination, service navigation/referral and interdisciplinary care
- Demonstrated expertise and understanding in working with youth mental health, the impacts of trauma, homelessness, early school departure and family conflict.
- Demonstrated understanding of the principals of youth development and recovery
- An understanding of the issues and context associated with family violence
- A working knowledge of community-based and government organisations.

### Mandatory Qualification/s, Competencies and/or Licences

- 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
- Current First Aid and CPR

### Highly regarded Qualifications and/or Certifications

- A tertiary qualification in social work or other relevant discipline/profession.

### **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.

The role includes work across multiple sites and in an outreach capacity. The role requires flexibility to work between 08:00am to 7:30pm weekdays and participation in the afterhours on-call support system (see EBA for remuneration details)