



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 or related experience.
- 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 (Administration Officer)

This document explains the work of the Administration Officer and the outputs they will need to deliver

Position:	Administration Officer
Directorate / Service / Program:	Child, Youth & Family Wellbeing
Industrial Instrument Name:	Victorian Stand-Alone Community Health Services (Health And Allied Services, Managers And Administrative Officers) Multiple Enterprise Agreement 2018-202
Instrument Classification:	Grade 1
Reports to:	Family Services Stream Manager
Effective Date:	15 April 2024

Key Deliverables

- Responsive, efficient, and accurate administrative support to Family Support Services Stream (CYFW). Ensuring that you provide EACH Great Care to every person, every time and support the broader Family Support Services Stream (CYFW) team to do the same.
- Contribute effectively to the administrative and reporting functions of the CYFW Program by following guidelines and managing a broad range of tasks such as:
 - Track and prioritise requests via shared inbox
 - Assist teams/services with planning and delivery of multi-disciplinary groups and other events or activities
 - coordination room bookings, organising resources, documentation of consent, feedback and outcomes reporting.
 - Prepare and format templates, reports, manuals and documents (e.g. customer correspondence, agendas, minutes, newsletters, flyers)
 - Book and confirm appointments via SMS, documenting such activities in in the relevant customer management system, including booking of interpreters.
 - Input customer data via DEX, Trakcare, IRIS and other data bases.

- Assist with the creation of new health records, registering customers, archiving, retrieval and general filing of records.
 - Minute Taking at meetings.
- Develop proficiency in use of Trakcare and other required client information management systems.
- Participate in quality assurance/improvement programs or projects.
- Communicate with customers professionally and in accordance with the EACH customer charter.
- Ensure confidentiality and privacy of information is upheld.
- Ensure registration processes are completed accurately for group participants.
- Assist engagement of people who experience barriers to inclusion by coordinating involvement of cultural advisors' interpreters' volunteers and care teams when requested.
- Ensure calendar booking reminders and preparation for groups, health promotion activities and other events with a focus on effective use of team resources.
- Contribute to the management/maintenance of waitlists so that people prioritise for service are tracked and managed.
- Undertake safe work practices on a daily basis to maintain personal health and safety and that of others in the workplace.
- Report all hazards, incidents, breaches of privacy and improper conduct in a timely manner.
- Assist team leaders/managers with site inductions and audits as requested.
- Take an active role in workplace health and safety drills.

Qualifications and skills

- Diploma level in business administration or relevant experience
- Completion of a Criminal History Check (National Police Check) 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
- 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.
- Exceptional time-management and attention to detail
- Proficient in the full suite of Microsoft Office programs
- Experience using electronic client management database systems, knowledge of Trakcare, DEX and IRIS highly regarded
- Strong initiative and problem-solving capacity
- High level verbal and written communication skills
- Focus on customer service, continuous improvement, flexibility and responsiveness.
- Demonstrated ability to be proactive, negotiate and resolve issues with sound decision making skills
- Motivated with well-developed interpersonal skills and ability to relate to people of diverse backgrounds
- Previous experience in a busy administrative team environment

- Experience in community health care setting
- Appreciation and understanding of the not-for-profit sector desirable
- Commitment to EACH's Vision, Mission, Values, Customer promise and Customer Charter
- Capacity to self-reflect and be self-aware
- Respect the ethical beliefs and diversity of others
- Culturally aware and values social inclusiveness as a strength and positively utilises diversity
- Communicate respectfully and work collaboratively within a team environment

Physical Requirements:

- Ability to travel between EACH locations
- Able to sit at a computer for 6-8 hours per day.