

**POSITION DESCRIPTION – Coordinator, Health Literacy and Plain Language****Part 1 – Expectations for Your Role**

<b>Position</b>	Coordinator, Health Literacy and Plain Language
<b>Service / Program</b>	Enliven
<b>Industrial Instrument</b>	Each Enterprise Agreement 2024
<b>Instrument Classification</b>	Support Services – Level 4
<b>Reports to</b>	Director Enliven
<b>Effective Date</b>	December 2025

## Key Deliverables

- Oversee the Health literacy and Plain Language portfolio
- Develop and enhance training and plain language review and conversion packages in line with proposed service offerings
- Lead the facilitation of workshops and training
- Identify and coordinate research opportunities in Health literacy Training and Plain Language
- Contribute to quotation for fee for service offerings
- Liaise with key stakeholders and build and maintain effective networks to seek opportunities to expand prevention and health literacy service offerings and uptake
- Contribute to the implementation of the ISO Standards for Plain Language
- Contribute to content on Enliven's Plain Language and Health Literacy Services website, annual report, social media/marketing, newsletters, and other general communications
- Represent Enliven in relevant networks, forums and committees contributing to the promotion of health literacy and plain language for various existing and emerging priority communities of the region and beyond
- Contribute to Enliven strategic and operational planning cycles

## Skills

- Strong facilitation and stakeholder engagement skills.
- Excellent written communication, including Plain Language documentation
- Strategic thinking with the ability to identify and implement new opportunities
- Ability to work effectively in multidisciplinary environments.
- High-level organisational and time management skills.
- Contribution to a positive, collaborative and effective work environment; willingness to be proactive and help others. Supported colleagues by sharing resources, mentoring new staff, and contributing to team planning sessions.

## Experience and Knowledge

- Demonstrated ability to prepare clear, concise, and accurate written materials.



- Experience in strategic planning and measurable outcome delivery.
- Well-developed facilitation skills across diverse stakeholder groups.

## Qualification/Registrations/Licences

- Tertiary qualification in Health Promotion, Public Health, Social Work, Community Development or related field.
- Tertiary qualification in Marketing and/or Communications or equivalent experience.
- Qualification in Plain Language or equivalent experience

## Physical Requirements

- **Office Environment:** Sit for extended periods and use office equipment.
- **Data Entry:** Handle administrative tasks.
- **Office Mobility:** Move around the office and attend meetings.
- **Light Lifting:** Lift and carry up to 5 kg (e.g., laptops or office supplies).
- **Visual & Auditory:** Read documents and communicate effectively in person and via phone/video.
- **Travel:** Travel locally to Each locations.

### Why we include physical requirements in our Position Descriptions

We list the physical requirements of a role to ensure transparency and to support equitable access to employment. This information helps candidates understand the nature of the role and identify any workplace adjustments or supports they may need to thrive in it. Our aim is to create an inclusive environment where everyone can perform their role safely and effectively, with the right accommodations in place.

*If you have specific access needs or would benefit from adjustments to the recruitment process or the role itself, we warmly encourage you to let us know. We're committed to working with you to find solutions that support your success.*

**POSITION DESCRIPTION - Employee****Part 2 – Expectations for Our Team**

At Each, we are committed to improving lives and strengthening communities through a range of health, disability, housing, counselling, and mental health services. With a dedicated team of over 1,500 employees and 250 volunteers, we aim to create a positive impact, empowering individuals to live healthier, happier lives.

Our vision is for everyone to live well, and we strive for a healthier, more equitable future through innovation, advocacy, and community engagement.

We care. We listen. We learn. We deliver. Altogether better care.

**Expectation of Employees**

Employees are expected to work collaboratively with team members and other Directorates, contributing to both individual and community outcomes. They must model Each's values, ensuring an inclusive, safe, and engaging culture.

**Employee Responsibilities**

An Each employee is responsible for:

- Ensure quality, safety, and risk management to protect staff, customers, and the community.
- Collaborate with team members and stakeholders to achieve positive outcomes.
- Create a safe, respectful environment that fosters growth, learning, and wellbeing.
- Track progress and outcomes to meet Each's goals and performance targets.
- Work within professional boundaries and program guidelines.
- Demonstrate leadership behaviours and serve as an ambassador of Each.

**Quality**

Employees must engage in continuous improvement, comply with legislation and accreditation standards, and maintain the necessary skills and knowledge for their role.

**Safety & Wellbeing**

All Each employees are responsible for their own health and safety, as well as that of others, in line with OH&S legislation and Each's policies.

**Child Safe Commitment**

Each is dedicated to creating a child-safe environment, with zero tolerance for child abuse. Everyone is responsible for protecting and reporting any suspected child abuse, ensuring the safety and well-being of children involved with Each.

**Inclusion and Diversity Commitment**

Each is dedicated to an inclusive and diverse workplace where everyone is valued and respected. All staff are expected to promote inclusivity, embrace diversity, and foster a collaborative environment, ensuring a safe and supportive workplace for all.

**Key Selection Criteria****Skills & Behaviours**

- Adhere to Each's Behavioural and Performance Standards.
- Strong communication and interpersonal skills for building relationships.
- Collaborative team player with a positive attitude.

**Desirable Experience, Knowledge, and Qualifications**

- Relevant tertiary qualifications.
- Proven collaborative teamwork skills.



- Understanding of the Not-For-Profit and Health sectors.

#### Mandatory Competencies/Licences

- Criminal History Check and Employee Working with Children Check (as required).
- National Worker Screening Check (if required for the role).
- Entitlement to work in Australia

#### Expected Behaviours for all Each Staff

- Act in accordance with Each's Code of Conduct, policies, and service principles.
- Respond to family violence risk in line with the MARAM Framework.
- Promote a safety-first culture and adhere to health and safety policies.
- Ensure Each Great Care is put through its PACES (Person-Centered, Accessible, Connected, Effective and Safe).
- Support a zero-tolerance stance on abuse, neglect, and discrimination.
- Foster an inclusive, collaborative work environment, prioritizing customer needs.
- Contribute to teamwork, innovation, and continuous improvement.
- Engage in continuous learning and complete all mandatory training on time.