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| 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>

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| 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.



Part 2 - Addendum Clinical Case Manager - STRC NSW/ACT

This document explains the work of the Clinical Case Manager - Short Term Restorative Care and the outputs they will need to deliver.

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| Position: | Clinical Case Manager STRC (Short Term Restorative Care Program) NSW/ACT |
| Directorate / Service / Program: | Older Adults |
| Industrial Instrument Name: | Nurses Award 2020 |
| Instrument Classification: | RN Level 1 (CN4) |
| Reports to: | Older Adults Team Leader - NSW/ACT |
| Effective Date: | June 2024 |

During your tenure with EACH, and whilst employed under this position description, EACH will apply all the provisions of the Nurses and Midwives (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2020-2024 which are more favourable to you than the terms of the Nurses Award 2020.

Key Deliverables

The role of the Clinical Case Manager – STRC NSW/ACT is to provide customers and their support network with services and provisions to meet individual needs and preferences to remain living independently at home. This includes:

- Coordinate wellness and reablement services, social support, community services, multidisciplinary meetings, and administrative tasks in line with assessed needs.
- Undertake initial and ongoing comprehensive assessments, and care planning to support customers.
- Monitoring of health and clinical needs, and guidance in decision making, including liaising with other agencies, health care professionals and specialists.
- Managing the delivery of services within the customer's individualised plan and budget.
- Coordinating supports to meet customer needs.
- Contributing to clinical governance within the STRC program.
- Work collaboratively with the customer and their support network to monitor and review the individual plan, ensuring it remains and within the agreed plan.
- Services put in place are consistent with customers maintaining independence, and the program's allowable inclusions.
- Expenditure is within customer's package amount.
- Commitment to professional development, effective communication, and collaborative working relationships.

Skills and Experience

- Minimum of 2 years' experience in the provision of clinical care in home and community or aged care settings, to older persons and their carer's.
- Desirable, 12 months experience within STRC delivery.
- Working knowledge of wellbeing and reablement.
- Advanced level assessment and clinical care planning to support customers to live independently at home and within their community.



- Effective case management skills and excellent customer service skills.
- Ability to evaluate clinical care service provision to ensure care is of a high quality, meets standards and is effective.
- High level of sensitivity and understanding of issues that impact older adults.
- A strong commitment to advocacy and the rights of older adults
- A strong understanding of the Aged Care Quality Standards; Open Disclosure; The Aged Care Code of Conduct and Serious Incident Response Scheme (SIRS).
- Proficient with information technology – including the use of MS Office and Client Information Systems (Carelink+ preferred).
- Highly developed interpersonal skills, with the ability to engage and negotiate with a wide range of stakeholders, customers and team members
- Ability to market STRC Packages to a broad audience.
- Ability to work independently and as part of a team, with the capacity to identify issues when working autonomously.
- Willingness to work occasionally outside of business hours.
- Experience and commitment to practice within a person centred and community inclusive approach to service delivery aligned with Consumer Directed Care.
- Demonstrated experience in effectively negotiating and managing a brokered budget, including invoicing, receipting and financial processing as required.
- Commitment to individualised and person-centred approaches to service delivery
- Ability to use negotiation, conflict resolution and creative problem-solving techniques.
- Commitment to creating and maintaining a healthy and safe environment where supports and services are provided for customers

Qualifications and Licences

- Bachelor of Nursing or equivalent
- Certificate or Diploma in Business Management desirable
- Current Australian driver's licence, registered vehicle, minimum third-party insurance
- Satisfactory Police Check and Working with Children Check
- NDIS screening (as appropriate)
- COVID and Influenza vaccination in line with government mandates/ recommendations and company policy
- Not listed on the ACQSC Banning Order Register

Physical Requirements

- Ability to sit at a computer for 6 – 8 hours per day.
- Ability to travel between EACH locations.
- Ability to lift 3kg