



<b>Position Description</b>	<b>Employee</b>
<b>Attachments</b>	<b>Addendum A</b> *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>

<b>Our vision</b>	Everyone has the power to live well.
<b>Our purpose</b>	Health and support services that improve lives and strengthen communities.
<b>Our values and behaviours</b>	<p><b>We care.</b></p> <p>We welcome you with empathy and hope.</p> <p>We believe making change is possible for everyone.</p> <p><b>We listen.</b></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><b>We learn.</b></p> <p>We evaluate our actions and always seek to improve.</p> <p><b>We deliver.</b></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 - Community Engagement Coordinator – Care Finder

This document explains the work of the Community Engagement Coordinator – Care Finder NSW SWS and the outputs they will need to deliver.

<b>Position:</b>	<b>Community Engagement Coordinator</b>
<b>Directorate / Service / Program:</b>	<b>Older Adults</b>
<b>Industrial Instrument Name:</b>	<b>SACS - EACH Social and Community Service Employees Enterprise Agreement 2017</b>
<b>Instrument Classification:</b>	<b>Level 4</b>
<b>Reports to:</b>	<b>Connect – Team Leader</b>
<b>Effective Date:</b>	<b>July 2024</b>

### Key Deliverables

The Community Engagement Coordinator will promote the Connect Care Finder service in Camden, Wollondilly and Wingecarribee communities and help older people to access My Aged Care and other services. Community Engagement Care Finders create opportunities for

- Increased community awareness of care finder services
- Community education about care finder service
- Collaboration with linking / referral services (for referrals in and out of service)
- Connect with people in community to explore and create referral pathways
- Engagement and rapport building with potential clients and local intermediaries

The Community Engagement Coordinator will have sound knowledge and experience in community engagement. They will work collaboratively with the Connect Care team, Stakeholders, Other Care finder teams and Older Adult teams.

The Community Engagement Coordinator will be required to hold a caseload and provide support to clients to understand and connect with required services, including My Aged Care, using warm referrals and monitoring client engagement.

### Deliverables

- Establish meaningful connections in Camden / Wollondilly / Wingecarribee
- Identify opportunities to promote and share information about Connect and EACH
- Assist with the development, implementation and evaluation of a Community Awareness Strategy
- Assist in the organisation and delivery of relevant community events and activities
- Build relationships with external service providers and report on opportunities for mutually beneficial partnerships that progress Connect and Care Finder toward its objectives.
- Represent Connect to various agencies and professional networks, the local community and Older Adults
- Undertake rostering activities to maintain database and calendar
- Maintain list of contacts and share with team for linking referrals
- Maintain marketing plan to share with and involve team

- Maintain a client caseload to support clients to understand and connect with required services, including My Aged Care, using warm referrals and monitoring client engagement
- Keep up to date with relevant sector trends, gaps and relevant information applicable to Community Health

## Skills and Experience

### Skills

- Highly developed interpersonal skills, with the ability to engage and negotiate with a wide range of stakeholders and to relate to people in a positive, respectful, and supportive manner
- Ability to communicate effectively orally and in writing
- Confidence in public speaking and community engagement
- An ability to communicate effectively including active listening skills, rapport building and demonstrated empathy
- A strong commitment to advocacy and the rights of older adults, including clear values, beliefs and practices that empower people and promote self-determination
- Ability to work independently but also as a part of a team

### Experience and Knowledge

- A detailed understanding of the range of aged care supports and services and other relevant supports that are available in the local community
- Demonstrated experience in engaging with key stakeholders and providing expert advice on older persons related matters.
- Exceptional ability to engage and communicate to groups of people, tailoring communication to suit a specific target group or age range
- Knowledge of services, processes and networks that are needed by and available for older people
- Demonstrated computer skills including word processing, spreadsheets and database applications
- Experience in community development and engagement
- A commitment to delivering a person-centred approach that:
  - respects and responds to each person's individual needs, preferences, values and life experiences
  - supports each person to lead in decision making
  - respects and facilitates optimal consumer choice
  - treats people with dignity and respect and in a way that values their identity, diverse backgrounds and life experiences
- Excellent organisational and time management skills with the ability to prioritise and manage multiple and competing work tasks and deliver to agreed deadlines. enter here

### Personal Attributes

- High level of professionalism, confidentiality and discretion.
- Approaches tasks with a positive attitude.
- Self-motivated and demonstrates initiative.
- Ability to think creatively and develop innovative solutions to problems



## **Qualifications and Licences**

### 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, car and insurance
- First Aid Certificate or willingness to obtain

### Highly regarded Qualifications and/or Certifications

- Qualification in aged care or community services
- Ability to occasionally work after hours
- Experience with website and social media as a communication tool.
- Ability to speak an additional language

## **Physical Requirements**

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