

**POSITION DESCRIPTION – NDIS Psychosocial Recovery Coach****Part 1 – Expectations for Your Role**

Position	NDIS Psychosocial Recovery Coach
Service / Program	NDIS
Industrial Instrument	SACS - EACH Social and Community Service Employees Enterprise Agreement 2017
Instrument Classification	Level 3
Reports to	Team Leader Support Coordination
Effective Date	July 2025

Key Deliverables

- **Person-Centred:** Uphold and demonstrate Person-Centred values.
- **Accessible:** Responding in a timely manner to internal and external communication from stakeholders.
- **Connected:** Communicates clearly and effectively with internal and external stakeholders.
- **Effective:** Follow up any organisational, legislative compliance and supports the billing process. Adhere to Each policies and guidelines. Reports are completed and provided to NDIA with the relevant documentation, as directed in the plan.
- **Safe:** Follow WHS policies to ensure safety. Maintain confidentiality and fairness in stakeholder interactions.
- **Recovery Framework:** Develop a recovery-enabling relationship with the customer, supporting them to receive the care and support they need resulting in positive experience. Support customers with their wellbeing and recovery planning.
- **Coaching:** Coach customers to increase recovery skills and personal capacity, including motivation, strengths, resilience, and decision-making.
- **Complex Service Systems:** Support customers to collaborate with various support systems, including engagement with the NDIS.
- **Goals:** Work as a personal guide and mentor in the collaborative coordination and management of supports that assist the customer to achieve their goals. Assist the customer to identify and remove personal and environmental obstacles.
- **Capacity Building:** Use lived or learned experience to build capacity of customers, families, and carers to enable them to make informed decisions and life choices.
- **Compliance:** All customer-related data is maintained and kept up to date in EACH's customer management system, Carelink+. Conflict of interest policies and processes are always followed. All organisation and accountability requirements have been met in a timely and participatory manner and to a high standard.
- **Professional Development:** Attendance and active participation in team meetings and supervision. Participation in training and staff development opportunities. Participation in the twice annual 1 to 1 process.

Skills

- **Interpersonal Skills:** Understands the needs of NDIS Participants who have psychosocial disability. Well-developed interpersonal and negotiation skills with the capacity to liaise effectively with a broad range of people and organisations.
- **Engagement:** Effective in engaging NDIS participants and stakeholders. Ability to actively contribute to and share knowledge within a transdisciplinary team.
- **Self-Improvement:** Open to feedback and self-care for personal growth.



- **Compassion:** Promotes hope, optimism, and compassion.
- **Person-Centred Approach:** Non-judgmental and demonstrates person-centred approaches and excellent customer service skills.
- **Teamwork:** Collaborative and flexible team player, who is approachable and reliable.
- **Cultural Competence:** Engages authentically with diverse backgrounds.
- **Awareness:** Emotional intelligence, personal resilience and tenacity.
- **Technical Skills:** Confident in Microsoft Office Suite and is able to problem solve, organise and prioritise work.
- **Organisational Skills:** Exceptional administrative and budgeting ability, highly developed organizational abilities and attention to detail and accuracy skills. Efficient time management skills.
- **Communication:** A confident and effective communicator with well-developed written and verbal communication
- **Self-Management:** Demonstrated ability to independently plan, manage and organise own workload in a complex environment.

Experience and Knowledge

- **Lived or Living Experience** Must have lived and/or learned experience of mental ill health and/or psychosocial disability. Lived experience can involve having personal lived experience (peer) or having the experience of supporting someone else (Carer) with their mental health.
- **Large or Complex Organisation:** Experience working within a large or complex organization, navigating its structures and processes efficiently.
- **Sector Knowledge:** Appreciation and understanding of the not-for-profit or disability sector, with awareness of industry-specific needs and compliance requirements.
- **Customer Management System:** CMS experience, in particular, Carelink+ and TrakCare (preferred)
- **Professional Experience:** Demonstrated experience in case management, case coordination or a support role working with people with psychosocial disability or chronic mental illness and their families. Experience or knowledge of working within a Family Inclusive and Trauma Informed Practice framework.

Qualification/Registrations/Licences (*Mandatory only*)

- Relevant tertiary qualifications in Peer Work or Mental Health (minimum of Certificate IV in Mental Health Peer Work or Certificate IV in Mental Health) or equivalent training; and/or a minimum two years of experience in mental health-related work.
- Current Victorian Drivers Licence
- Completion of an acceptable Criminal History Check and Employee Working with Children 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.
- A cleared NDIS Worker Screening Check prior to commencement of employment

Highly regarded Qualifications and/or Certificates

- Bachelor/Degree in Mental Health Peer Work.

Physical Requirements

- **Office Environment:** Ability to sit for extended periods and use office equipment.
- **Data Entry:** Capability to type and complete administrative tasks.
- **Office Mobility:** Ability to move around the office and attend meetings.
- **Light Lifting:** Ability to lift and carry up to 5 kg (e.g., laptops or office supplies).
- **Visual & Auditory:** Ability to read documents and communicate effectively in person and via phone/video.
- **Travel:** Ability to travel to/from Each sites, customer homes and community settings.



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

- 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.