



POSITION DESCRIPTION	
Part 1 - Expectations	Leadership - Direct reports
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>



## Leadership Expectations

This Leadership position is an integral member of the Leadership team who works with their Directorate, the EACH Executive Team and other key stakeholders to deliver the Vision and Strategic objectives of EACH.

A key focus of these positions is to work collaboratively with other Directorates to collectively understand the future developing needs of the business and ensure their Directorate can effectively support the broader business functions and operations. They are responsible for ensuring their area of responsibility is meeting KPI's, is financially sustainable and is operating effectively, in line with EACH's values.

It is expected that all leaders consistently demonstrate strong leadership capability, model EACH's values and behaviours and ensures EACH's culture is inclusive, safe, and engaging.

## Leadership Responsibilities

An EACH Leader is responsible for:

- Delivery of the EACH Strategic Plan - relevant to EACH and their allocated area of responsibility.
- Contributing to EACH's financial sustainability plan and decisions.
- Creating high performing teams that are flexible, adaptable, collaborative, capable, and consistently demonstrates EACH's leadership performance and behavioural standards and values. They also ensure these expectations flow through their teams and leaders within their team are also modelling these behaviours.
- Modelling and supporting continuous improvement, learning and development.
- Promoting staff health, safety and wellbeing within the Directorate to ensure high standards of health, safety, and wellbeing of all employees.
- Maintaining and contributing to a safe and inclusive organisation where our people are proud to work, feel safe and empowered.
- Ensuring sound operations through effective leadership and management.
- Working within a framework of effective and sensible controls to ensure key risks are assessed and managed.
- Fostering a climate of innovation, strategic thinking, collaboration and continuous improvement
- Fostering a sense of common purpose and connecting people to the organisation and its vision.
- Ensuring systems and processes relevant to their area support the broader EACH business and key stakeholders.
- Ensuring compliance across the Directorate with regards to legislations, mandatory compliance, funding requirements and EACH's policies.
- 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 a leader 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.
- Strong leadership capability that aligns to EACH's value and behaviours including a demonstrated track record in modelling and reinforcing organisational values and behaviours.



- Demonstrated ability to attract, retain and develop a diverse, inclusive, and high performing workforce where people feel a sense of belonging, empowerment and connection to their role.
- Demonstrated ability to drive a safe and inclusive culture ensuring that social, psychological, cultural, and physical safety and wellbeing is a priority.
- Demonstrated success in bringing people and teams together to encourage connections, collaborations, and partnerships.
- Demonstrated ability to deliver on and take responsibility for strategic objectives and measure progress and impact.
- Confidence engaging and briefing relevant stakeholders as required.

#### Desirable Experience, Knowledge, and Qualifications

- Demonstrated experience at a Leadership Level in related area of expertise.
- Tertiary qualifications in a relevant discipline.
- Demonstrated ability in working collaboratively as part of a leadership Team and in demonstrating strong leadership behaviours.
- Appreciation and understanding of the Not-For-Profit sector and Health services would be 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 leadership 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

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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 Team Leader NDIS Therapy Services

This document explains the work of the Team Leader NDIS Therapy Services and the outputs they will need to deliver

<b>Position:</b>	<b>Team Leader - NDIS Therapy Services</b>
<b>Directorate / Service / Program:</b>	<b>NDIS</b>
<b>Industrial Instrument Name:</b>	<b>HSUA 3 VICTORIAN STAND ALONE COMMUNITY HEALTH CENTRES ALLIED HEALTH PROFESSIONALS ENTERPRISE AGREEMENT 2017-2021</b>
<b>Instrument Classification:</b>	<b>Grade 3</b>
<b>Reports to:</b>	<b>Manager - NDIS Therapy Services</b>
<b>Effective Date:</b>	<b>February 2024</b>

### Key Deliverables

- Deliver and support staff to deliver Mental Health OT and Positive Behaviour Support services to customers using evidence-based practice.
- Lead, mentor, support and motivate team with the necessary clinical and operational supervision, training and guidance to ensure quality service provision to customers.
- Monitor and manage productivity performance targets set by the organisation for team members, ensuring that the team is equipped to maximise billed hours and that all team members meet their individual targets.
- Build capability within the team to maximise its potential.
- Provide effective team management including recruitment, orientation, professional development and performance management when required.
- Develop partnerships with internal and external stakeholders to support growth and the development of services.
- Support customer recruitment and retention including correspondence, service contracts, waiting lists and customer on-boarding
- Chair team meetings and maintain minutes
- Manage a case load of customers, in proportion to the size of the team, to strengthen their ability to connect with and maintain relevant supports and progress towards their identified goals and outcomes.
- Ensure services are customer focussed and of high quality that comply with Quality and Compliance standards.
- Process staff time sheets and leave requests in an efficient manner.
- Create a culture that actively promotes customer feedback and provides timely response and management of customer enquiries and feedback.
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- Proactively identify service risks and develop strategies to mitigate them.
- Provide required organisational data on team performance in a timely manner.
- Maintain consistent communication with the Manager NDIS Therapy Services in all areas of team performance, human resources, risk management, workplace health and safety, quality, complaints and compliments and other areas.
- Attend and actively participate in regular Team Leader meetings.
- Engage in organisational and/or cultural change, to effectively manage self and staff through change and times of transition.
- Ensure that Workplace Health and Safety requirements are consistently met.
- Maintain accurate record keeping including information regarding customer case notes, assessments and plans.
- Keep up to date with changes in the sector, legislative and terms of business requirements.

## **Skills**

- Knowledge and experience in clinical governance, including undertaking clinical audits and risk management processes
- Good business acumen
- Ability to demonstrate a high level of financial and productivity accountability for areas of responsibility.
- Ability to develop and nurture positive and on-going relationships with a range of stakeholders
- Excellent skills in engaging, resourcing and leading a multi-disciplinary team
- Ability to manage and assess service delivery against targets, and measure outcomes
- Ability to cope with competing demands by utilising strong organisation, prioritisation and management skills
- Advanced clinical skills in relevant discipline

## **Experience and Knowledge**

- Experience in leading, mentoring and managing a team
- Experience in coordinating and delivering clinical support services in the community, healthcare, mental health, disability or similar sector.
- Experience in managing fee for service customer driven service types
- Prior customer service experience
- Comprehensive understanding of relevant legislation with a working knowledge of current NDIS legislation and Terms of Business
- An appreciation and understanding of the not-for-profit sector

## **Qualifications**

- Bachelor's degree in Occupational Therapy
- Current registration with AHPRA
- Current Australian driver's license
- Current Police and Working with Children Check
- A cleared National Worker Screening Check prior to commencement of employment
- Ability to utilise negotiation, conflict resolution and creative problem-solving techniques in service delivery

## **Physical Requirements:**

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- Able to sit at a computer for 6 – 8 hours per day
- Walk up stairs
- Ability to travel between customer visits in the community and EACH locations
- Lift 3 kgs etc.