



Part 1 – Addendum - Support & Engagement Coordinator

This document explains the work of the Support & Engagement Coordinator and the outputs they will need to deliver

Position:	Support & Engagement Coordinator
Directorate / Service / Program:	Child Youth and Family, Housing Support Services
Industrial Instrument Name:	EACH Social and Community Services Agreement
Instrument Classification:	SACS Level 4
Reports to:	Team Leader Housing Support Services
Effective Date:	November 2024

Key Deliverables

- Improved connections between Supported Residential Services Outreach and Assistance program (SRS OAP) and other services as a result of EACH's facilitation and support.
- Support for SRS residents to increase participation, independence and capacity to engage in their community.
- Support Proprietors to increase and maintain capacity to address unmet health and social needs of residents.
- Facilitate skill development of SRS staff to meet client needs through coordination of training opportunities.
- All activities and initiatives undertaken demonstrate knowledge and appreciation of the values of EACH and the particular needs and cultural context of the people being supported.
- Contribute to the development of Collaborative Plan with SRS Proprietor.

Qualifications and skills

- Tertiary qualifications in a relevant health or human services discipline, with demonstrated skills and experience in assessment and care planning.
- A strong commitment to person-centered approaches to service delivery including clear values, beliefs and practices that empower people and promote self-determination, which embraces client's personal goals and choices and respects cultural diversity.
- A good understanding about NDIS and My Aged Care packages.
- 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.
- Demonstrated understanding and experience working with people with a range of complex needs. Commitment to community inclusive approaches to service delivery.
- Working knowledge of local service systems and referral networks.



- Well-developed computer literacy skills.
- Well-developed advocacy skills.
- Ability to work flexibly and independently and as part of a team, and the capacity to identify issues involved in working autonomously and in isolation.
- Understanding the overarching emphasis of assisting and supporting the Proprietors and staff of the privately operated SRS to set up their own resources for their SRS and residents that they will be able to maintain and build on in their future.
- Understanding of the principles of community development.
- Confidence in delivering group meetings and programs.

About the Supported Residential Services Outreach and Assistance program (SRS OAP)

SRS OAP was introduced in 2006 to improve the viability of pension-level SRS and assist with maintaining a level of access to pension-level SRS beds. SRS also aims to support improvements to the wellbeing of SRS residents.

The SRS Team provide support to residents and proprietors by using capacity-building techniques to:

- Work with residents to identify any unmet health or social needs and link residents to appropriate services and supports.
- Increase resident participation in a range of activities both at their SRS and in the community.
- Work with proprietors and SRS staff to build their skills/capacity in identifying the needs of their residents, improve their support planning to meet those needs, and to better manage challenging behaviours.
- Work with health and community support services to improve accessibility for residents of SRS and their responsiveness to proprietors and staff

Position summary

The SRS Team works collaboratively with the residents and proprietors in the SRS service. The team use capacity-building strategies to:

- Identifying unmet health and social needs of resident through assessments.
- Support residents to access relevant and appropriate supports and services.
- Supporting SRS proprietors and staff to build capacity and skills in order to identify resident needs, improve support planning to meet those needs and to better manage challenging behaviours.
- Supporting development of skills/confidence of residents and assisting with negotiating and advocating to access services and participate in activities as independently as possible.
- Strengthening links between SRS and local services, including developing new service approaches where appropriate.
- Managing flexible funds to assist residents to access services and activities.

Support and Engagement Coordinators will achieve this by holding a designated case load with a mix of both individual clients (SRS Residents) and SRS Facility as a whole. Services will be flexible and delivered both in the community and the facility and can be either 1:1 or group based.

Physical Requirements:

- Able to sit at a computer for 6 – 8 hours per day.
- Walk up stairs.
- ability to travel between EACH locations.
- Lift 3 kgs etc



POSITION DESCRIPTION	
Part 2 – Expectations	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>

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>



Expectation of Employees

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.

Employee Responsibilities

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.