



POSITION DESCRIPTION	
Part 1 – 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.



Part 2 - Addendum (Mental Health Clinician - BounceBack)

This document explains the work of the Mental Health Clinician and the outputs they will need to deliver

Position:	Mental Health Clinician
Directorate / Service / Program:	BounceBack
Industrial Instrument Name:	SACS - EACH Social and Community Service Employees Enterprise Agreement 2017
Instrument Classification:	Level 5
Reports to:	Team Leader - BounceBack
Effective Date:	April 2024

About Mental Health and Alcohol & Other Drugs Program at EACH

EACH have recently undertaken a restructure to adapt operations from regional streams to program streams. The alignment of EACH's Mental Health and Alcohol and Other Drugs (MH&AOD) services into one program has enabled an opportunity to create operational efficiencies, maximize practice depth, and position EACH to enhance its reputation as a National Specialist Mental Health and Alcohol and Other Drugs end to end service provider. The aim is also to maximize alignment towards the national and Statewide MH&AOD reforms and opportunities for growth, service similarities for cohorts/presenting issues, and for contractual and funding lines of accountability efficiencies.

About the BounceBack teams

BounceBack is funded through the local Primary Health Network (PHN) and is a key service element in their stepped care model. BounceBack provides support to young people aged 12 – 25 with complex and longstanding mental health issues, and their families. This young person cohort is often referred to as the systems 'missing middle' because they are typically considered too complex for the primary mental health care system, and not acute enough for the tertiary mental health system. Therefore, they often experience inconsistent care or go untreated due to ineligibility.

The BounceBack program was developed and implemented in 2019 in the Casey, Cardinia, Dandenong, and Kingston regions, to meet a gap in the service sector. This program has provided high quality wrap around care through one team of interdisciplinary clinicians including, but not limited to, individual mental health support to the young person from a mental health clinician, access to a psychiatrist, family therapist, peer support worker and carer peer support worker, and other specialist support services.



Key Deliverables

- Provides assessment, case coordination and treatment to young people who present with complex and chronic mental health issues
- Maintain an active caseload and deliver evidence-based interventions
- Formulate recovery plans, assess for and complete appropriate referrals
- Attend and participate in team meetings, clinical review meetings, professional development, and program planning as required
- Actively attend and participate in regular operational and clinical supervision
- Complete all organisational accountability and reporting requirements in an accurate and timely manner.
- Collect, collate, and maintain client notes on consumer contacts in EACH's Client Management System (Episoft)

Qualifications and skills

Skills

- Excellent written and verbal communication skills
- Excellent organisation and time management skills
- Excellent computer skills and proficiency in the use of MS Office Applications (Word, Excel, Outlook)
- Ability to work from electronic medical records
- Ability to work independently and cooperatively in a team environment which works towards reaching common program and organisational goals
- Ability to work flexible hours including afterhours work as required
- Capacity to recognise own feelings and those of others, self-reflect and be self-aware
- Is culturally aware and values social inclusiveness as a strength and positively utilises diversity
- Is responsible to deliver services within the relevant legislative and regulatory framework and in accordance with sound business / service management practices
- Prioritises the needs of consumers/clients and aims for the best outcomes for consumers/clients

Experience and Knowledge

- Demonstrated experience in providing assessment, case-management and evidence-based psychological interventions to young people in the context of severe mental health issues.
- Demonstrated experience working as part of a multidisciplinary team.
- Demonstrated experience in working with young people and families for a minimum of 4+ years
- Demonstrated experience in working with young people in the context of severe mental health issues
- Demonstrated experience in working with young people who experience significant disengagement from social activities, education, and employment

Mandatory Qualification/s, Competencies and/or Licences

- Undergraduate qualifications in Occupational Therapy, Psychology, Nursing, Social work, or related discipline



- Eligibility for membership in qualified field
- 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

Highly regarded Qualifications and/or Certifications

- Post graduate qualification in related field

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.