



Position Description	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>



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 (Care Coordinator – Care Finder)

This document explains the work of the Care Coordinator – Care Finder and the outputs they will need to deliver

Position:	Care Coordinator
Directorate / Service / Program:	Older Adults
Industrial Instrument Name:	EACH Social and Community Service Employees Enterprise Agreement 2017
Instrument Classification:	SACS L4
Reports to:	Team Leader - Care Finder Program
Effective Date:	June 2024

About the Care Finder team

The care finder program is a Commonwealth Government funded program, that provides specialist and intensive assistance to help people in the care finder target population groups to understand and access aged care services and connect with other relevant supports in the community.

The care finder team consist of a Team Leader with clinical expertise, Care Coordinators, Intake and Assessment staff together with Administration support. The program forms part of a suite of services to older adults across our NSW footprint.

Position summary

The role of a Care Coordinator in the Care Finder program is to provide assertive outreach through:

- Engagement and rapport building with potential clients and local intermediaries
- Supporting people to interact with My Aged Care so they can be screened for eligibility for aged care services and referred for assessment
- Support to explain and guide people through the assessment process including, where appropriate, attending the assessment
- Support to help people to find the aged care supports and services they need and connect with other relevant supports in the community

Deliverables

- Provide specialist and intensive assistance to help senior Australians who need intensive support, who could otherwise fall through the gaps, to understand and



access aged care services and connect with other relevant supports in the community

- Practise assertive outreach, and explore and establish different ways to effectively engage with people in the Care Finder target populations
- Build and establish sector relationships (in government, community and voluntary services) to promote the Care Finder program and assist with reaching potential clients
- Support clients to understand and connect with required services, including My Aged Care, using warm referrals and monitoring client engagement
- Use a person-centred approach that is based on dignity, respect, values diverse backgrounds and experiences, and enables a trusting relationship to be built with clients
- Provide support to clients based upon clients' individual capacities, needs and circumstances as they age and respects and facilitates optimal customer choice in decision making
- Work collaboratively with other services to ensure service delivery is coordinated and integrated
- Engage in training, ongoing professional development and reflective practice
- Maintain accurate and confidential service user information, data and case notes and actively participate in reporting processes

The professional expertise we are looking for in this role

Skills

- An ability to communicate effectively including active listening skills, rapport building and demonstrated empathy with senior Australians and their family
- Administrative skills, including an ability to use and accurately enter information into systems, databases and/or portals
- Strong problem solving skills

Experience and Knowledge

- Local community connections with the Care Finder target population
- A detailed understanding/ability to rapidly attain a detailed understanding of:
 - the range of aged care supports and services and other relevant supports that are available in the local community
 - the process to access aged care supports and services, including the steps of this process that are undertaken via My Aged Care
 - eligibility requirements for aged care supports and services
- 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
- A commitment to treating people with dignity and respect and in a way that values their identity, diverse backgrounds and life experiences
- A strong understanding of, and commitment to, cultural safety and trauma-informed care

Mandatory Qualification/s, Competencies and/or Licences



- Relevant qualifications (e.g. Social Work, Human Services, Aged Care, Community Services or Health) and/or relevant experience
- 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 Desirable Qualification/s, Competencies:

- Ability to speak a second language would be highly desirable to engage a range of senior Australians and their families in the Care Finder target population

Physical Requirements

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