



| POSITION DESCRIPTION | |
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| 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>

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| 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 Social Worker

This document explains the work of the Registered Nurse Care Coordinator and the outputs they will need to deliver

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| Position: | Social Worker |
| Directorate / Service / Program: | Primary Care / Clinical and Complex Care Services / My Care Partners |
| Industrial Instrument Name: | EACH SOCIAL AND COMMUNITY SERVICE EMPLOYEES ENTERPRISE AGREEMENT 2017 |
| Instrument Classification: | Level 4 |
| Reports to: | Senior Project Manager & Team Lead Clinical and Complex Care |
| Effective Date: | October 2024 |

Key Deliverables

As a Social Worker in the My Care Partners program, you will focus on improving the health and well-being of individuals, families, and communities by addressing social determinants of health and providing essential support services. You will play a vital role in enhancing community resilience, improving health outcomes, and reducing health disparities with at risk individuals. Strong communication skills, cultural competence, and the ability to work collaboratively are essential for success in this role.

Key Responsibilities

- Provide comprehensive psychosocial and risk assessment, assisting individuals living with chronic conditions to develop goals and access appropriate community supports to address risk factors and improve their health and wellbeing outcomes
- Provide short to medium term counselling for individuals enrolled in the My Care Partners Program with a range of issues including but not limited to depression, anxiety, grief, stress, parenting, family violence and behavioral/emotions issues
- Undertake risk assessments and evidence based treatment plans for patients with mindfulness to vulnerable and at risks groups
- Provide prompt and collaborative correspondence with referral General Practitioners and other members of the patient's health care team.
- Work closely and collaboratively with the Registered Nurse Care Coordinators in the My Care Partners Program to help develop support plans addressing the psychosocial issues impacting individuals' health and wellbeing
- Utilise evidence to inform clinical practice and take responsibility for maintaining up to date knowledge and effective therapeutic interventions
- Uphold all required legal and ethical standards as outlined by the relevant registration bodies and legislation policies
- Participate in regular clinical case review huddles, multidisciplinary meetings and team meetings to ensure appropriate clinical service pathways and service delivery
- Assess the need for individuals to access Supplementary Service funding to advocate for patients



to receive low cost, sustainable options to reduce barriers to accessing healthcare needs

- Provide inclusive care that meets the needs of diverse communities, including LGBTIQ+, Culturally and Linguistically Diverse Communities (CALD) and Aboriginal and Torres Strait Islander people
- Support patients in setting goals and developing care plans to address psychosocial needs, making referrals to appropriate health professionals and services as outlined in the care plan.
- Empower patients with self-management strategies, encouraging positive health changes and self-advocacy.
- Improve patient reported experiences, patient activation and quality of life for those in the program
- Promote team-based care and communication among the patient care team reducing fragmented care and enhancing patient centered coordination
- Assist patients in identifying and bridge gaps in psychosocial care and unmet needs, enabling access to additional support for managing their chronic conditions and unmet needs.
- Maintain effective communication with General Practitioners (GP's), practice nurses, practice managers and other clinicians in the patients care team through online meetings, telephone conferencing and secure messaging.
- Participate in online clinical huddles with GP's for case conferencing and care coordination
- Provide timely follow-up care for patients following unplanned hospitalisations.
- Ensure clinically appropriate escalation of care for patients experiencing psychosocial deterioration
- Manage the Supplementary Services Funding to advocate for affordable, sustainable healthcare options that reduce financial barriers to access timely healthcare.
- Support patients in setting goals and developing care plans to address health needs, making referrals to appropriate health professionals and services as outlined in the care plan.
- Empower patients with self-management strategies, encouraging positive health changes and self-advocacy.
- Participate in key stakeholder engagement activities
- Ensure services are customer focused, high quality and compliant with Quality and Compliance standards adhering to evidence based best practice
- Maintain accurate patient records ensuring completion of all documents in a timely and accurate manner in accordance with organisational standards.
- Practice within relevant professional and ethical standards.
- Foster a team culture aligned with EACH values and behaviors.
- Contribute to the continuous development and quality improvement of the program
- Represent the service at internal and external forums, meetings and networking opportunities as required.

Qualifications and skills

- Bachelor's Degree that provides eligibility for membership of the Australian Association of Social Workers
- 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
- A cleared National Worker Screening Check prior to commencement of employment
- Current state-based driver's license
- Demonstrated experience working as a fully registered Social Worker for a minimum of 2 years
- Experience in the provision of mental health care, including the completion of mental health assessments, crisis intervention, and short-term treatment interventions to people experiencing mental health difficulties and/or substance use problems
- Advanced skills in managing a complex patient caseloads using a patient- centered approach.
- Highly developed verbal and written communication skills to work as part of a team
- Emotional intelligence, personal resilience and tenacity
- Demonstrated organisational and problem-solving skills
- Demonstrated computer literacy in Windows, Word, Outlook



- Ability to work independently but also as a part of a collaborative team
- Knowledge and understanding of the theory underpinning evidence-based interventions and practice
- An understanding of and a commitment to the principles and practices of community health, primary health, and the social model of health
- Demonstrated capacity to work with people from diverse backgrounds including LGBTIQ+, Culturally and Linguistically Diverse Communities (CALD) and Aboriginal and Torres Strait Islander people
- Ability to develop and nurture positive and on-going relationships with a range of stakeholders.

Physical Requirements

- Ability to travel between EACH locations and clients place of dwelling
- Ability to work from home when required
- Able to sit at a computer for 6-8 hours per days.
- Walk up stairs.
- Lift 3kgs