THE ORGANISATION

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| ROLE: | E AP and Wellbeing Officer | | TEAM: | | Human Resources | |
| SUPERVISOR: | TEAM LEADER – Human Resources | | DATE REVIEWED: | | SEPTEMBER 2021 | |
| ABOUT INTERCHANGE OUTER EAST:  We support families.  Family wellbeing has always been and will always be at the core of everything we do. This means building strong relationships between families and our team, underpinned by listening and trust.  We engage and empower children and young people with disabilities.  We operate within a human rights framework that respects the dignity of all individuals. For us and our community, this is about children and young people having opportunities to deepen relationships, have fun, develop skills, enhance health and wellbeing, and build independence.  We build inclusive communities.  We value our Interchange Outer East community and encourage everyone to make a contribution. This builds inclusive, cohesive and equitable communities. Our community includes a range of people, such as families, children and young people, our team of staff and volunteer, partners and other community members. | | | | | | |
| IOE KEY ACTIVITIES: | | We develop and deliver services to children and young people with disabilities and their families;   * To enhance family wellbeing; * To build inclusive communities; and * To engage and support children & young people with disabilities. | | EMPLOYEE’S PURPOSE: | | 1. Be family focussed 2. Uphold human rights 3. Participate and encourage an inclusive community 4. Develop trust with all in the IOE community 5. Contribute to a safe and fun environment |



THE ROLE

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| AIM OF ROLE: | The EAP and wellbeing officer provides and develops strategies and programs which aim to enhance the performance, engagement and psychological wellbeing of employees. | JOB SUMMARY: | This position is responsible for the design, implementation and evaluation of fit-for-purpose programs and services to deliver the department’s wellbeing program, employee mental health and wellbeing procedure, and domestic and family violence workplace procedure. This includes the program management and coordination of the employee assistance suite of services, critical incidents, proactive wellbeing checks for high risk employee cohorts, domestic and family violence, and consultancy support for leaders dealing with serious risk to employee mental health.  The program officer is also responsible for the management of specialist programs, services and advice regarding workplace mental health and psychological wellbeing. This role also contributes to strategy development, clinical governance and quality assurance of employee assistance programs (EAP), implements programs to support leaders in managing psycho-social risks within the workplace, and delivers services which enhance employee mental health, resilience and wellbeing. |
| KEY OUTCOMES – EAP and Wellbeing Officer   1. Provide high level customer service and contribute to service development to optimise the value, benefit and sustainability of employee psychological services. 2. Provide clinical governance and quality assurance across the suite of employee psychology or wellbeing programs. 3. Triage and coordinate service delivery of specialist trauma interventions for employees post critical incidents. 4. Initiate research activities and contribute professional expertise to design, source and tailor employee psychological services to improve employee engagement, mental health, wellbeing and resilience. 5. Build awareness, understanding and participation in IOE’s wellbeing programs to achieve departmental outcomes and ongoing improvement. 6. Monitor and evaluate external contractor service provision to ensure they are cost effective and meet contractual obligations. 7. Collaborate with service providers, stakeholders and service users to ensure programs and services are fit-for-purpose and targeted to need. 8. Design and implement evaluation methods, regularly collect and analyse qualitative and quantitative data to monitor, evaluate and improve program impact and service quality. 9. Keep abreast of contemporary, innovative and evidence based interventions to identify strategies with the potential to improve employee psychological services in an educational context. 10. Maintain a healthy and safe workplace and environment for all by identifying and reporting incidents, hazards and injuries in accordance to IOE policy. | | | |

THE RESPONSIBILITIES

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| CORE CAPABILITIES & EXPECTED BEHAVIOURS | | KEY SELECTION CRITERIA   * Capacity for high levels of self-responsibility and independence. * Work within a team based approach. * Clear and effective communication skills that meet the needs of various skill levels. * The ability to communicate effectively with a wide range of people from different backgrounds. * Be able to effectively write and develop documents. * Commitment to learn and develop skills. * A focus on developing solutions to issues that arise through work practices. * Being able to effectively handle interpersonal and work management pressures in a professional and positive manner. * Ability to manage and address conflict * Ability to work with people who can be in difficult situations and under stress |
| **Staff Support**  • Provide additional support to staff where required by providing information on advocating for themselves, empowering them to address issues or referral to external support.  • Provide debriefing to individuals, families, volunteers and staff as required.  • Develop and provide group debriefing sessions post serious incidents.  • Provide guidance to staff around providing support post incident.  • Where staff are accessing debriefing from external sources the following tasks need to occur:   * Determine where debriefing moves from work related issues to meeting personal needs. * Provide a contact point for all external providers.   • Payment of invoices.  • Assist and guide coordinators/recreation leaders in areas and ways to support volunteers and support workers well.  • Consider and determine if there are systemic considerations needing to be addressed that are hindering the process of providing good support to staff.  • Make recommendations to rectify areas where staff support is not effective  • Provide secondary consultation around incidents, behaviours of concern, and behaviour support plans  • Provide guidance to staff and team leaders around helping staff whose personal life is impacting their work performance  • Link and refer staff, families and volunteers to appropriate mental health supports as required. | **Mental Health Support**  • Provide brief mental health assessment as deemed appropriate.  • Link individuals in with appropriate mental health services or provide counselling where appropriate (usually post incident).  • Review and consult with participants, volunteers and staff. Develop plans around managing these within the organisation.  • Provide consultation around the relationship between mental health difficulties and behaviours of concern.  **Administration**  **•** Complete a timesheet fortnightly.  • Consult with the general manager regarding any changes to your working hours and leave.  • Complete a leave application when required.  • Provide accurate acquittal of Interchange Outer East expenditure.  **IOE Responsibilities**  • Participation in team meetings.  • Report to the general manager and/or chief executive officer upon request.  • Abide by the policy and procedures of Interchange Outer East.  • Attend and contribute to Interchange Outer East meetings.  • It is preferred that the employee hold a current Victorian driver’s licence (manual).  • Working knowledge of Microsoft Office programs.  • Be a part of an ‘on call’ roster periodically throughout the year to support individuals, families and support staff out of office hours |
| KEY RELATIONSHIPS AND INTERACTIONS   * IOE management team - team leaders, managers, CEO. * As directed from the general manager, lead projects as required. * As directed by the general manager, investigate, develop and/or implement changes required within IOE. * Provide written reports for newsletters, reports to funding bodies and publications as required. * Attend and contribute to network meetings and working groups that will contribute to the development of IOE as a whole. |
| MANDATORY REQUIREMENTS   * NDIS Worker Screening * Working with Children Check * First Aid – HLTAID0012 * NDIS Worker Orientation Module * COVID-19 Vaccination – as directed by Victorian State Government |
| QUALIFICATIONS AND PROFESSIONAL MEMBERSHIPS  ***Psychologists***are required to be registered with the Australian Health Practitioner Regulation Agency (AHPRA)  ***Social Workers*** are required to be registered with the Australian Association of Social Workers (AASW)  ***Counsellors***are required to be a member of the Australian Counselling Association (ACA – Level 3) and/or Psychotherapy and Counselling Federation of Australia (PACFA – Clinical Member) |