



POSITION DESCRIPTION

Position Title	Senior Intake and Admissions Clinician
Directorate:	Rehabilitation Services
Program	Therapeutic Community
Award/Agreement	Windana Drug and Alcohol Recovery Inc. Enterprise Agreement 2016
Classification	Level 6
Reports to	Manager Rehabilitation Services
Direct reports	Administration worker, Admissions staff, students
Employment Type	Full-time
Date of Review	9/02/2021

The Organisation
<p>We believe every person can change, grow and rebuild their lives if they choose.</p> <p>Since 1984, Windana has helped thousands of people take a new direction to lead healthy, productive and happy lives.</p> <p>Windana is a leading Melbourne-based drug and alcohol treatment organisation providing holistic services tailored to each client's unique situation, wherever they may be on their recovery journey.</p> <p>We support close to 1500 people across Victoria every year by providing AOD treatment services including residential withdrawal services, residential rehabilitation and a suite of non-residential and complementary services.</p> <p>Windana is a QIP accredited organisation currently employing over 150 highly experienced staff across multiple sites in metropolitan and regional Victoria.</p> <p>Our Mission</p> <p>Helping people to rebuild their lives.</p> <p>Our Vision</p> <p>We will provide a range of complementary treatment services to support individuals and families to assist them to recover from the harmful effects of drugs and alcohol. We will draw on our specialist expertise to increase community understanding of drug and alcohol related issues and we will develop a pro-active, educative focus to our work.</p> <p>Our Principles</p> <ul style="list-style-type: none"> • Provide a range of approaches and give attention to all aspects of an individual. • Provide unflinching belief and support for individuals who wish to change and grow. • Respect differences in culture, religion, gender, age, family situation, background and economic status. • Commit to honesty and respect in all our relationships. • Draw on our expertise to develop new approaches to support treatment information and community education. • Develop processes and practices that are open, fair and honest. <p>What we believe</p> <p>We believe that people can rebuild their lives.</p>

Program
The Therapeutic Community (TC) residents rehabilitate by exploring their own life experiences and learning from the experience and insights of others. In education, therapy, and work groups which form the basis of the daily routine everyone has an opportunity to explore new ways of experiencing life. The TC is all about change and growth in a supportive and non-judgmental environment.
Position Objective
<p>The Senior Intake Clinician has responsibility to provide overall coordination for incoming referrals to the Therapeutic Communities services.</p> <p>The position reports to the Manager Rehabilitation Services from a directorate perspective but has operational accountability to all TC program managers.</p> <p>The Senior Intake Clinician will work closely with all relevant program staff including Assistant Manager, program Team Leaders, Nurse Practitioner and residential services assessment staff.</p> <p>This role is responsible for leading the TC admissions team which includes managing, mentoring and coaching staff and students that circulate through the team.</p>
Position Responsibilities
<ul style="list-style-type: none"> • Daily review and dissemination of incoming referrals for all Windana TC programs. • Manage the bed register system. • Work with all Windana clinical teams to ensure a seamless transition between services and improved continuity of care throughout the clients' treatment journey. • Participate in Clinical Review meetings with program staff where required to monitor incoming referrals, review existing assessments and monitor early discharges. • Lead the intake team and provide mentoring and coaching to staff. • Provide a one point of contact for all Windana Therapeutic Communities, front office staff, central intake providers, external services and consortia partners. • Ensure access, advocacy and support for clients entering Windana services by providing assistance in navigating the Statewide AOD service system. • Improve the referral potential for clients not suitable for Windana services by providing information and resources and facilitated referrals where possible. • Ensure timely and effective data entry to both Mastercare and the ACSO Penelope data base in accordance with organisational procedures and work instructions. • Collaborate with the leadership team to collect and analyse data relevant to the referral and admissions processes and provide feedback and analysis regarding any potential issues, concerns or requirements. • Participate in organisation wide quality improvement initiatives including client information management systems. • Provide a monthly report to line and program managers to address targets, key performance indicators and variances; quality improvement initiatives; networking opportunities etc. • Attend meetings as directed with line and program managers to monitor workload, capacity and equity and to identify strategies to address and monitor gaps and efficiencies.
Selection Criteria
<p>Key Selection Criteria</p> <ul style="list-style-type: none"> • Minimum of 3 – 5 years' experience working within the AOD sector and a demonstrated and sophisticated understanding of the Victorian AOD sector.

- Demonstrated high level time management skills and a proven ability to co-ordinate several activities simultaneously to meet identified outcomes and timelines.
- High level assessment skills with previous experience and knowledge of forensic, mental health and substance misuse including substance types and use patterns.
- The ability to discern and prioritise needs of clients and to give the most useful and appropriate information, intervention or referral.
- Sound knowledge of the principles of clinical risk assessment and management and a proven ability to develop strategies to support clients with a co morbid mental illness and drug & alcohol issue
- Demonstrated proficient and effective written and verbal communication skills.
- Demonstrated ability to establish excellent rapport with a range of stakeholders including clients, families, staff and external service providers.
- Demonstrated ability to manage challenging situations in a high-pressure environment.

Mandatory Skills & Competencies

- Awareness of legislation affecting Windana services e.g. Equal Opportunity, Mental Health, Disability Services, Children and Young People's Act.
- Empathetic to values of Windana.
- Commitment to continuous quality improvement.
- Commitment to OH&S principles and regulations.
- A current full driver's license.
- Advanced level of computer skill.

Qualifications

- Bachelor's degree or higher qualification in a relevant field such as Social Work, Welfare, Occupational Therapy, Social Work, Nursing etc.
- Senior First Aid certificate.

Additional Requirements

All employees are required to:

- Obtain a valid Working with Children Check for this position; a police check will be administered for preferred candidates.
- Report to management any criminal charges or convictions you receive during the course of your employment
- Comply with relevant Windana clinical and administrative policies and guidelines.
- Comply with and accept responsibility for ensuring the implementation of health and safety policies and procedures
- Fully co-operate with Windana in any action it considers necessary to maintain a working environment, which is safe, and without risk to health
- Protect confidential information from unauthorised disclosure and not use, disclose or copy confidential information except for the purpose of and to the extent necessary to perform your employment duties at Windana
- Safeguard children and young people in our care, by ensuring that your interactions are positive and safe, and report any suspicions or concerns of abuse by any person internal or external to Windana management. Windana is committed to child safety and is a Child Safe organisation
- Be aware of and comply with the Windana Code of Ethics and Practice
- A current Victorian Driver's license is essential
- Have valid working rights to work in Australia

General Information

- Employment terms and conditions are provided in accordance with the Nurses Award 2010
- All positions at Windana are subject to on-going government funding.
- Remuneration Packaging is available in accordance with current legislation.
- Windana is an equal opportunity employer and is committed to providing for its employees a work environment which is free of harassment and/or discrimination. The organisation promotes diversity and awareness in the workplace.
- Under the Accident Compensation Act, it is the applicant's duty to advise Windana of any pre-existing condition, which could be aggravated by the type of employment they are applying for. Failure to do so seriously jeopardises any entitlement the employee might have for a work-related aggravation of that non-disclosed pre-existing condition.
- This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required. Windana reserves the right to modify position descriptions as required. Employees will be consulted when this occurs
- Redeployment to other services or sites within Windana may be required

I confirm I have read the Position Description, understand its content and agree to work in accordance with the requirements of the position.

Employee Name: _____

Employee Signature: _____

Date: _____