

Position Description			
Name		Date	Sept 2021
Position Title	Senior Practitioner – Clinical Team Leader		
Department	Alcohol and Other Drugs (AOD) Residential Rehabilitation Service		
EBA / Award	Social, Community Home Care and Disability Services Industry Award		
Classification	Level 5 Permanent Full Time (76 hours per fortnight). <i>Role is predominantly business hours, Monday – Friday however occasional after hours support maybe required.</i> Initial 6-month probationary period review and then annual performance appraisal. <i>*Relocation support an option for the right applicant.</i>		
Primary Site	Wangaratta Residential Rehabilitation Facility		
Reporting to	Program Manager Residential Rehabilitation Service		
Direct Reports	Senior Therapist 2.0 EFT Therapist 2.2 EFT		
Budgetary Responsibilities	Nil		
Liaises with Internally	<ul style="list-style-type: none"> • Gateway Health staff members, including Quality and Risk/Compliance, People Working Well roles, Medical Practice and headspace • Gateway Health staff 		
Liaises with Externally	This position may be expected to liaise with, though not limited to the following; <ul style="list-style-type: none"> • Funding bodies, auspicing bodies and Government departments, including Department of Justice, Child Protection • Odyssey House Victoria (OHV) • Health Services, referring agencies and other key service providers • Bushfire Community Recovery Hubs • Australian Community Support Organisation (ACSO) Intake and Assessment Service • Clients, family members and friends • Community members and organisations 		
Program Information	<p>The Wangaratta AOD residential drug and rehabilitation centre is a new state-wide centre operated by Gateway Health (GH) in partnership with Odyssey House Victoria (OVH) and is located in Greta Road, Wangaratta. The centre is a 30-bed facility providing a residential AOD program for adults experiencing harm and significant problems relating to their AOD use.</p> <p>The model of care used in this Program is underpinned by the Victorian Department of Health and Human Services (DHHS) AOD Treatment Principles and the standards of care for therapeutic communities. The principles have as their foundation a philosophy of harm reduction and recovery orientation.</p> <p>This program objectives are:</p>		

	<ul style="list-style-type: none"> • Ensure capability and capacity to deliver a sustainable high-quality service • Provide guiding principles that aim to achieve the best possible health outcomes for people who use AOD services at Gateway Health • Provide a model for AOD staff that supports best practice and informs expectations for the treatment/management of people with substance use concerns • Monitor new developments in AOD treatments to be informed by evidence and guided by models of good practice. • Ensure services are underpinned by the Victorian AOD Treatment and Australian Therapeutic Community Principles. • Enhanced service development, evaluation and review.
<p>Purpose of the role</p>	<p>This role performs duties of a specialised nature based on acquired expertise in the field and will directly lead the clinical team and programs within the Therapeutic Community (TC). Having oversight of the effective operations of the Therapeutic Community from client admission to residency and graduation, the Senior Practitioner provides clinical oversight ensuring the clinical and administrative functions pertaining to this process are carried out effectively.</p> <p>The key purposes of this position include providing senior leadership alongside the Program Manager and Treatment House Administrator for the facility whilst also providing clinical direction, expertise, supervision and support to the staff and ensuring high quality care to residents.</p> <p>The role is pivotal in the implementation of programs and standards that promote Therapeutic Community values amongst the staff group, residents and their families.</p>

<p>About Gateway Health</p>	<p>Gateway Health is a not-for-profit Company limited by guarantee and a registered Community Health Service under the Health Services Act 1988 (Vic).</p> <p>Vision: People Living Well</p> <p>Our Purpose: To provide care and services that connect the community and strengthen individual and population health and wellbeing</p> <p>Our Values: Values reflect the way we interact, connect and work with every client, with partners, with volunteers and with one another. Principles shape the way we plan and design our services and business systems. Together they underpin organisational culture, strategy and the way we deliver our services.</p> <p>We CARE – We ACHIEVE – We LEARN – We WORK TOGETHER – We INNOVATE</p> <p>Our Principles:</p> <p><i>We advocate for fair and equitable access to health care and wellbeing services for all.</i></p> <p><i>We respect the strength of individuals and the community, and their capacity to recover from adversity.</i></p> <p><i>We recognize the importance of adaptability and responsiveness to enable us to deliver on our commitment to the community.</i></p> <p><i>We actively listen and work alongside the community and each other to design and deliver better solutions.</i></p> <p><i>We believe a learning culture is critical to enhancing the wellbeing of staff, clients and the community.</i></p> <p><i>We contribute to creation of a connected and integrated health and community care system to achieve the best outcomes for our clients and community.</i></p> <p>Gateway Health strives for an achievement culture that encourages innovation & initiative. We build & foster strengths-based programs that focus on support & recovery. Our staff are our greatest asset.</p> <p>The organisation employs over 380 staff providing a range of primary health and welfare services across the Ovens Murray region in North East Victoria and parts of Southern New South Wales. Gateway Health serves all people, and is committed to improving individual and population health outcomes. We will do this by providing health care and support to individuals and communities in times of need, and by actively working with our partners to address the social and environmental determinants of health. They are delivered through a mix of centre-based services in Wodonga, Wangaratta and Myrtleford, and outreach services to rural communities across the region.</p> <p>Gateway Health is committed to creating a workforce that reflects the communities we serve. We believe that a workforce that recognises and celebrates diversity will best meet the health and well-being needs of all people we serve including Aboriginal and Torres Strait Islander peoples; people with a disability; lesbian, gay, bisexual, transgender and gender diverse people; inter sex people; people experiencing health inequalities; and culturally and linguistically diverse people.</p> <p>Review of Position Descriptions: This position description will be reviewed annually (July each year), during annual appraisals, when the position becomes vacant or as deemed necessary.</p>
<p>Code of Conduct</p>	<p>Employees are expected to, at all times:</p> <ul style="list-style-type: none"> • Adhere to the Gateway Health Code of Conduct including the Child Safe Procedures • Maintain a high professional standard and work with integrity • Develop collaborative working relationships • Communicate with respect and tolerance • Maintain a client focus • Adopt a Continuous Improvement approach • Work within legislative and compliance framework.

Key Responsibilities & Accountabilities

Role Specific

Working under both general direction, and autonomously the role undertakes responsibility for the following varied activities, which may require exercise of judgment and/or contributing critical knowledge and skills where procedures are not clearly defined. The role is the senior clinical position within the program and is a part of the senior management team that supports the overall community.

Teamwork

- Provide leadership to the clinical team.
- Promote a culture of best practice.
- Provide oversight on client progress and develop, implement, monitor and review client-focused clinical practice.
- To develop and implement clinical initiatives and reviews.
- Be responsive and flexible to the needs of residents and staff, including participating in out-of-hours duties as required, unscheduled meetings, events and other tasks.

Team Supervision

- Ensure that all AOD Therapist reports are appropriately supported, professionally supervised and provided with regular feedback regarding their performance;
- Conduct performance appraisals for all AOD Therapists reports and ensure work plans are in place for all clinical staff.
- Manage and support clinical staff fostering a positive team culture, consistent with work plans, organisational expectations, policies and procedures;
- Apply performance management techniques to monitor and demonstrate achievement of agreed performance with a focus on continuous improvement.

Clinical Leadership

- Model best practice in the application of organisational policies and boundaries in service delivery;
- Actively participate in clinical supervision with staff and self;
- Lead the development and implementation of program modules
- Lead the planning and implementation of treatment and other activities;
- Provide the supervision of therapy team reviews, case reviews and other relevant meetings.
- Coordinate groups and staff meetings.
- Drive the benefits of improved lifestyle and mental health, free of substance abuse and other anti-social behaviours amongst the staff and residents;

Provision of Treatment Services and Program Development

- Oversee the delivery of clinical programs;
- Prepare and review all awareness's, awards and sanctions received by residents.
- Conduct client planning groups to develop individual recovery plans (IRPs)
- Ensure high quality case management and timely record keeping
- Oversee and support the staff and senior residents during admission;
- Facilitate and train staff and residents in activities such as the communiqué process;
- In consultation with relevant staff/senior residents assist, in the planning and monitoring of admissions timetables and schedules;
- Conduct regular client file audits.
- Keep abreast of current relevant research and publications;
- Maintain best practice knowledge in addiction and co-occurring mental health conditions;
- Lead and contribute to the development, review and implementation of program modules.

Networking

- Assist in the appropriate referral and conjoint treatment of clients and the development of inter-agency protocols;
- Represent the organisation and its clients as required including program liaison, network meetings and court advocacy.

- Share information about the work of the Program with visitors, interest groups, statutory bodies, media, educational and professional associations as part of organisational commitment to informing others of our work.

Quality

- Participate and lead in the ongoing development and implementation of quality assurance systems and processes.
- Actively involved in maintaining and the review of standards of care as they relate to therapeutic communities and residential care.
- Model appropriate workplace health and safety practices and relevant policy and procedures.
- Ensure rigour and structure in practice, good record keeping, and file management throughout the clinical team.

Other

- Participate in an 'on call' roster for out of hours support.
- Assist in the supervision and collection of urine samples from clients.
- Participate in continuing professional development.
- Assist in the roster for holding staff keys in the absence of the House Administrator.
- Undertake other activities as determined by the Manager.

Financial Management

- Work within your Instrument of Delegation
- Assist in preparation of budget

People

- Develop and maintain effective partnerships with relevant service providers and key stakeholders in order to address service delivery gaps, enhance the effectiveness or efficiency of existing programs, and to ensure effective collaboration and service coordination
- Facilitate and contribute to productive and positive team meetings.
- Positively contribute to the culture and spirit of the AOD team, therapeutic community work environment and to Gateway Health.
- Your behaviour is congruent with organisational values, behaviours and goals.
- Contribute and lead as appropriate to the development of procedures and systems within this program.
- Positively embrace and adopt change as it occurs.
- Lead and conduct regular team/resident meetings.

Generic Organisational Responsibilities

- As outlined in the Code of Conduct ensure all interactions are undertaken in accordance with the behaviours set
- Maintain privacy and confidentiality at all times
- Work within the risk Management framework by identifying and responding to existing and emerging risk in a proactive manner to minimise the impact of risk to clients, yourself, others and the organisation.
- Ensure an understanding of individual responsibility for consumer safety, quality and risk and adhere to the relevant policies, procedures and guidelines.
- Identify, report and manage risks and ensure actions are taken to prevent and minimise harm to yourself, your colleagues and members of the public.
- Actively contribute to quality improvement initiatives and other program activities to meet the standards set by the Quality Improvement Council.
- Contribute to organisational quality and safety initiatives
- Comply with requirements of the Service Standards applicable to service delivery and all other relevant standards, regulations and legislative requirements
- Develop and maintain a personal care plan and attendance in the Gateway Health Clinical Supervision or Line Management Meetings
- Protect the rights, safety and wellbeing of children and provide a child safe environment.
- To continually develop both personally and professional to meet the changing needs of your position, career and organisation.

- Promote Gateway Health as a quality service provider and represent the organisation as a leader in its field in relevant industry and sector forums as required.
- Demonstrate culturally competent interactions with Aboriginal people. Gateway Health requires all staff to provide a holistic and inclusive approach to the health needs and rights of Aboriginal people.
- Demonstrate sensitivity, empathy and respect for the diversity of customs, values and spiritual beliefs of others at all times – members of the community, clients and colleagues.
- Where relevant collaborate with clients and the community in the development, implementation and review of service planning, policies and quality improvement activities

Inherent Requirements

Gateway Health has a duty of care to all staff. The purpose of this section is to ensure that you fully understand and are able to perform the inherent requirements of the position (with reasonable adjustments if required) and that you are not placed in an environment or given tasks that would result in risks to your safety or the safety of others.

The position may require the following tasks among other things:

- Manual handling (pushing, pulling, lifting, holding, carrying)
- Sitting, standing, bending, reaching
- Computer work, data entry
- Operating equipment
- Use of personal protective equipment
- General waste handling
- Driving motor vehicles
- Dealing with anxious or upset staff, consumers or members of the public
- Work at and travel to other locations will be required

Key Selection Criteria

Applicants MUST address the Selection Criteria below when completing an employment application

1. Ability to behave in accordance to the Gateway Health Values of *We Care, We work together, We achieve, We learn, We innovate.*
2. Tertiary qualifications in health, welfare, behavioural or social sciences with experience of alcohol and drug substance abuse, mental health and an understanding of residential rehabilitation services.
3. Certificate IV in AOD or equivalent, or willingness to undertake within the first 12 months of employment.
4. Demonstrated skills and experience in managing and/or supervising staff, and the ability to effectively lead, coach and manage a team to achieve best quality service outcomes in a changing service environment.
5. Demonstrated ability to work as part of a multi-disciplinary team, provide leadership and be open to giving and receiving feedback, and recognise and resolve interpersonal conflict.
6. An understanding of issues relevant to people with co-occurring mental illness and substance use problems, and knowledge of or experience in working with high risk, marginalised or difficult to engage young people and adults.
7. High level interpersonal, communication, problem-solving and negotiation skills, and demonstrated ability to work collaboratively with a range of partner agencies and funding bodies.
8. An understanding of and commitment to consumer participation at all levels of program planning and service delivery.

Mandatory Requirements

9. Current Australian Drivers Licence or accepted International Drivers licence
10. Confirmation of your right to work in Australia, Satisfactory National/International Police and Victorian Working with Children Checks must be provided prior to commencement.

- 11. Empathy for those whose lives have been affected by problematic alcohol and other drug use/ and or mental health disorders
- 12. First Aid Certificate

Desirable

- 13. Previous experience working within a Therapeutic Community or Residential Care setting.
- 14. People with lived experience are encouraged to apply.

***Appendix A**

AOD Competencies

Ongoing training requirements and the attainment of AOD competencies relevant to the position will be determined with the manager. Where determined as necessary to the role, GH will invest in the person's professional development.

The essential competencies are:

- CHCAOD001 - Work in the AOD sector
- CHCAOD004 - Assess needs of clients with AOD issues
- CHCAOD006 - Provide interventions for people with AOD issues
- CHCAOD009- Develop and review individual AOD treatment plans

I acknowledge:

- That I will recognise and celebrate diversity, and will best meet the health and well-being needs of all people we serve including Aboriginal and Torres Strait Islander peoples; people with a disability; lesbian, gay, bisexual, transgender and gender diverse people; inter sex people; people experiencing health inequalities; and culturally and linguistically diverse people.
- That I will observe child safe principles and expectations for appropriate behaviour toward and in the company of children.
- That Gateway Health is an equal opportunity employer and has a smoke free workplace policy.
- That Gateway Health has a zero tolerance of child abuse and family violence, all allegations and safety concerns will be treated very seriously. For more information refer to Gateways Health's Child Safety Standards procedure and family Violence Policy.
- That I have read and fully understand the Position Description and Inherent Requirements of the position
- I agree that I have the physical and psychological ability to fulfil the inherent requirements of the position, and accept my role in fulfilling the responsibilities, activities, duties and generic position requirements.
- I understand that the information provided is a general outline and may not encompass every aspect of the position. This is not intended to be an exhaustive list of all responsibilities, duties and skills required.
- Gateway Health may alter the duties of this position description if and when the need arises. Any such changes will be made in consultation with the affected staff member(s).
- I understand that this is separate to the Employment Agreement that I will sign, outlining the terms and conditions of my employment.

Accepted by: _____

Employee Signature: _____ **Date:** _____

Print Name: _____

