

Position Description

Position Title:	Team Leader – Alcohol and Other Drugs (AOD)
Department:	Alcohol and Other Drugs Community Services
EBA / Award:	Community Health Centre (Stand Alone Services) Social and Community Service Employees Multi Enterprise Agreement 2017
Classification:	SACS Employee Level 6
EFT / Hours:	60.4 hours per fortnight days to be determined
Employment term:	Permanent Ongoing
Employment type:	0.8 EFT
Location:	Based in Wangaratta With the occasional travel to other sites required
Reports to:	Program Manager – AOD
Direct Reports:	Youth Outreach Team Non-residential withdrawal program AOD Assessment team AOD Counselling staff based in Wangaratta Care & Recovery staff based in Wangaratta Pharmacotherapy Outreach staff based in Wangaratta
Budget Responsibilities:	Shared responsibility with Program Manager as required for developing, monitoring and managing all cost centre budgets within Program area, including being a central point of contact for funding and service agreement contracts.

Program Information

The AOD Community Service program area currently comprises approximately 30 staff, with a number of new positions and projects funded and in development. It is a vibrant team with a strong commitment to achieving the best outcomes for and with clients and their families.

The AOD Team offers state and Commonwealth funded services from our sites in Wodonga and Wangaratta, and on an outreach basis across North East Victoria. The AOD Model of Care is used in this Program with the following objectives:

- Ensure capability and capacity to deliver a sustainable high-quality services
- 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 Principles.
- Enhanced service development, evaluation and review.

Purpose of the Role

The Team Leader AOD supports the Program Manager in the effective, efficient and safe operation of a range of quality substance use programs. The role works collaboratively with the AOD leadership team to ensure the effective and efficient day-to-day management of AOD programs, including caseload allocation and work-flow management; administrative and clinical supervision; financial management; planning and reporting; partnership management and service development.

The role is part of the AOD program area which currently comprises of approximately 24 staff, with a number of new positions and projects funded and in development. It is a vibrant team with a strong commitment to achieving the best outcomes for and with clients and their families.

Scope of Practice / Professional Standards

Scope of practice delineates the extent of an individual practitioner's clinical practice based on the individual's credentials, competence, performance and professional suitability. Gateway Health requires all employees to work within the defined scope of practice for their specific role and in line with their appropriate professional standards or scope of practice outlined by the relevant professional registration body (i.e. AHPRA, SPA, DA).

Liases with Internally

Gateway Health staff, including Business Services such as Finance, Information and Technology, Quality, Risk/Compliance, Marketing and Communications and People Working Well roles

- Executive Leadership Team
- Program Managers, Team Leaders and Clinical Leads
- Gateway Health Accreditation Working Groups

Liases with Externally

This position may be expected to liaise with, though not limited to the following broad range of government and non-government organisations including:

- Commonwealth Department of Health
- Commonwealth Department of Social Services
- Murray Primary Health Network
- Victorian Department of Health
- Referral and network agencies, including ACSO
- Department of Justice, Child Protection and other Government Departments/statutory bodies
- Community members and organisations
- Clients, family members and friends
- Philanthropic organisations
- Local Indigenous Networks
- Local government

Key Responsibilities and Accountabilities

Role Specific Duties

- In conjunction with the other AOD leadership roles, oversee the effective day to day operation of all AOD programs, including: caseload allocation and waiting list management; care planning; the development, implementation and evaluation of innovative and effective programs; resource allocation, and monitoring compliance with all clinical and other documentation and data collection requirements.
- Support the AOD Program Manager with managing contract deliverables by ensuring the timely and accurate completion and submission of all required reporting.
- Manage collaboration between Forensic services and Gateway Health.
- Liaise with Intake service on referrals and managing wait list.
- Manage and provide operational supervision and day to day support to designated AOD staff, running of site based team meetings and when required run whole staff team meetings, undertake annual performance appraisal, monitor staff performance and development, and address staff performance issues as required in accordance with GH policies and procedures.
- Support the Program Manager with recruitment within the AOD team in collaboration with PWW for any vacancies.
- When a team member is unavailable organise the cancelling of appointments and any relevant resources, including responding to client requests.

- Respond to and/or provide support to staff in any critical incidents and high-risk situations, both clinically and operationally.
- Provide effective administrative and clinical supervision to AOD team members where practicable, or arrangement of alternative supervision dependant on needs to individual member.
- 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.
- Lead the development and implementation of effective consumer, carer and community engagement strategies and processes within the AOD program area including responding to and managing client enquiries and/or elevated client complaints.
- In conjunction with the AOD Program Manager, prepare funding submissions in response to identified service system gaps, or in response to external opportunities.
- Support staff to keep abreast of current evidence-based research and implementing learnings into practice.
- Represent the AOD team on networks, committees and other groups as required.
- Participate in ongoing planning, monitoring, evaluation and continuous improvement, of the services and to identify future funding opportunities.
- Contribute to the marketing and promotion of the service to ensure local providers understand service availability and appropriate referrals are delivered.
- Role model high standards of professional practice and conduct in client service delivery, working in partnership with colleagues and agencies.
- Active participation in professional development including completion of mandatory training.
- Comply with minimal funding requirements.
- Contribute to the development of policies, procedures and systems within this program.
Competently use all relevant organisational databases – including but not limited to VHIMS, RelainSys, clinical software, financial software.

Financial Management

- Work collaboratively with the Program Manager in the preparation, monitoring, management and reporting of team and program budgets.
- Approve financial requests as part of the budget within their allocation for program support. Invoices raised and processed within funding/program deadlines

People

Model exemplary leadership in fostering a high performing team. This includes:

- Provision of line management supervision and coaching to the team.
- Providing support, building knowledge, skills and capabilities in leading high performing staff and teams.
- Support your staff in performance and development conversations to help employees be successful in their roles
- Drive team performance by investing in your employees' growth and development. Identify relevant development opportunities that focus on team needs and priorities, as well as individual goals
- Your leadership and behaviour is congruent with organisational values, behaviours and goals
- Lead the program team to develop personally and professionally to meet the changing needs of clients, the team, the organisation and the community. Ensure issues of concern or non-performance are addressed in a timely manner, discussing these issues with and supporting staff to address any concerns:
- Continually develop both personally and professionally to meet the changing needs of your position, career and organisation.
- Develop and maintain professional and collaborative relationships with internal and external stakeholders
- Conduct regular productive team meetings
- Ensure that all program team members receive regular supervision and reflective professional practice sessions as appropriate to their role.
- Willingness to engage in a flexible work model that may require some out of hours work and travel.
- Positively contribute to the culture and spirit of the Alcohol and Other Drugs team, work environment and to GH.
- Positively embrace and adopt change as it occurs.

- Ensure all team members are updated and included in key messaging from senior management meetings.

Key Performance Indicators

- Ensure Wangaratta's evidence of achievement of the Operational Plan's objectives and milestones are regularly reported.
- Quality Improvement Framework indicators are regularly reviewed and monitored.
- Documented Models of Care are in place for all programs delivered in the Wangaratta Alcohol and Other Drugs Division; business plans are reviewed to support the delivery of Models of Care.
- Accreditation standards for Alcohol and Other Drugs services are met
- Budget and activity targets for programs within the Wangaratta Alcohol and Other Drugs Division are met.

Quality, Safety, Risk and Improvement Responsibilities

- Actively assess, manage and where possible mitigate workplace risk including OH&S, consumer related risk, reputation risk and personal risk
- Ensure an understanding within the Program team of individual responsibility for consumer safety, quality and risk and adherence to the relevant policies, procedures and guidelines.
- Contribute to service improvement through the development, implementation and review of program processes and procedures.
- Ensure a safe working environment for yourself, your colleagues and members of the public
- Identify, report and manage risks and ensure actions are taken to prevent and minimise harm to consumers and the Gateway Health workforce
- Contribute to organisational quality and safety initiatives
- Comply with requirements of the Service Standards applicable to service delivery and other relevant standards, regulations and legislative requirements
- Collaborate with other Senior Managers to review Program structures to create models suitable for future organisational and client needs.
- 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
- Ensure an understanding of individual responsibility for safety, quality and risk and adhere to all relevant legislation, regulations and organisational policies, procedures and guidelines.
- Working within the Risk Management Framework, identify, report hazards and manage risks and ensure actions are taken to prevent and minimise harm to yourself, your colleagues, consumers, members of the public and the organisation.
- Actively contribute to quality assurance initiatives and other program activities to meet all relevant benchmarking and accreditation standards.
- Ensuring that open and honest communication and consultation exists between management, workers, contractors, and clients.
- Contribute to organisational quality activities to ensure continual review and improvement.
- Actively consult with the internal customer or consumer feedback and respond accordingly to identify areas of need and improvement.
- Contribute to a safe and welcoming workplace at all times.
- 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 professionally to meet the changing needs of your position, career and organisation.

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

Code of Conduct

Employees are expected to, at all times:

- Adhere to the Gateway Health Code of Conduct including the Child Safe Procedures
- Maintain a high professional standard and work with integrity
- Work collaboratively
- Communicate with respect and tolerance
- Maintain a client focus
- Adopt a Continuous Improvement approach
- Work within legislative and compliance framework.

Key Selection Criteria

Essential

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, or relevant equivalent studies and a minimum 3 years experience in the substance use, mental health, health, welfare or youth fields.
3. Certificate IV in AOD or equivalent, or willingness to undertake within the first 12 months of employment.
4. Completed MARAM training and or willingness to complete within the first 6 months of employment.
5. Demonstrated high level interpersonal skills with capacity to effectively lead a multidisciplinary team, including verbal and written correspondence with cross-sector initiatives and partnerships with a wide range of professional organisations and stakeholders.
6. Well developed problem solving, time management and organisational skills, with proven ability to prioritise, work independently and as part of a team and with a range of partner agencies and funding bodies.
7. 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.
8. Skills, experience and demonstrated capability in service development, program implementation and evaluation, budget management and funding body reporting.
9. 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.
10. Highly developed skills in report writing, record keeping, and other computer skills, including use of teleconferencing applications such as Zoom, Skype, Microsoft Teams, Microsoft Office (Outlook, Word/typing skills) and client management systems

Mandatory Requirements

1. Current Australian Drivers Licence or accepted International Drivers licence
2. Confirmation of your right to work in Australia, Satisfactory National/International Police, and Victorian Working with Children Checks must be provided prior to commencement.
3. Evidence of COVID Vaccination or Contraindication must be provided prior to commencement.

Desirable

1. Demonstrated understanding of consumer-directed and/or client-centred models of care, and a commitment to working within a recovery-oriented framework using evidence-based approach.

About Gateway Health

Gateway Health is a not-for-profit Company limited by guarantee and a registered Community Health Service under the Health Services Act 1988 (Vic).

Vision: People Living Well

Our Purpose: To provide care and services that connect the community and strengthen individual and population health and wellbeing

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.
We CARE – We ACHIEVE – We LEARN – We WORK TOGETHER – We INNOVATE

Our Principles:

- We **advocate for** fair and equitable access to health care and wellbeing services for all.*
- We **respect** the strength of individuals and the community, and their capacity to recover from adversity.*
- We **recognize** the importance of adaptability and responsiveness to enable us to deliver on our commitment to the community.*
- We **actively listen** and work alongside the community and each other to design and deliver better solutions.*
- We **believe** a learning culture is critical to enhancing the wellbeing of staff, clients and the community.*
- We **contribute to creation of** a connected and integrated health and community care system to achieve the best outcomes for our clients and community.*

Gateway Health strives for an achievement culture that encourages innovation and initiative. We build and foster strengths-based programs that focus on support and recovery. Our staff are our greatest asset.

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.

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.

Review of Position Descriptions:

This position description will be reviewed annually, during annual appraisals, and when the position becomes vacant or as deemed necessary.

Acceptance of position description

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 from the Employment Agreement that I will sign, outlining the terms and conditions of my employment.

Accepted by
(print name):

Employee
Signature:

Date:
