

POSITION DESCRIPTION

Position Title:	Senior Leader – AOD Clinical Services
Award:	Nurses and Midwives (Victorian Public Health Sector) Single Interest Employer Enterprise Agreement 2024-28
Classification:	Community Health Nurse (In Charge)
Site:	This position is primarily based at our Holdsworth Road and Kangaroo Flat sites, however, may be required to work from any BCHS site or outreach location as negotiated.
Hours per fortnight:	76 hrs per fortnight
Tenure:	Ongoing
Position description developed:	May 2025
Responsible to:	Operations Manager, Mental Health & AOD Services

ABOUT BENDIGO COMMUNITY HEALTH SERVICES (BCHS)

BCHS is located across five sites in the City of Greater Bendigo, Central Victoria. BCHS has a proud 50-year history and provides more than 50 services across medical and allied health, family services, drug and alcohol, mental health, settlement services, health promotion and more, with a focus on vulnerable people and communities.

The organisation has more than 280 staff supporting people of all ages and stages of life to access quality, person-centred care. We foster a values-aligned, positive and thriving culture where staff feel safe and supported. Staff have clarity of roles and work in an environment of accountability. The success of BCHS is dependent on our staff who provide a high level of professionalism and dedication.

VISION

Better health and wellbeing across generations.

PURPOSE

Supporting you and your family to live healthy lives.

VALUES

Lived and Living Experience: We listen to understand. We value our communities, their backstories, lived and living experiences and cultures and learn from them to tailor our services.

Equity: We provide equitable and inclusive health and wellbeing services, ensuring they are culturally responsive and accessible.

People: We maintain a skilled, engaged and professional workforce, including people with lived experience, and enable a culture of continuous learning.

Partnership: We understand trust and partnerships are key to achieving our purpose. We listen and learn - and share our knowledge and expertise in collaboration and co-design with our community, ensuring we are providing local solutions to community need.

Integrity: We uphold the values of the Universal Declaration of Human Rights and approach all we do with kindness and respect. We are ethical in all we do.

TEAM ROLE

Our Alcohol and Other Drug (AOD) Services operates across a comprehensive continuum of care, encompassing both clinical interventions and wellbeing support services.

Clinical Services include:

- Nova House: A specialised 5-bed low risk residential withdrawal facility providing evidence-based clinical and therapeutic interventions for individuals undertaking alcohol and/or drug withdrawal.
- Home-Based Withdrawal Service: Enabling suitable candidates to access supervised withdrawal treatment while remaining in their home environment.
- Pharmacotherapy Clinic: Operating from our Kangaroo Flat site, delivering comprehensive Opiate Replacement Therapy (ORT) through our multi-disciplinary team, including clinical assessment, prescription management, and medication dispensing.

Our Wanyanimbik Wayan AOD wellbeing service operates from a separate purpose-built wellbeing facility co-located with Nova House, providing integrated psychosocial support throughout the recovery journey. Targeted AOD services delivered by the wellbeing team includes bridging support, assessment, care coordination, counselling, mobile drug support and a needle syringe program. The Wanyanimbik Wayan team works closely with Nova House residents, providing specialised transition support as people prepare to return home, ensuring continuity of care and sustained recovery outcomes. The integration of clinical and wellbeing services enables BCHS to deliver holistic, person-centred care that addresses both immediate treatment needs and longer-term recovery goals.

POSITION ROLE

This senior leadership position is responsible for the strategic, clinical and operational management of our clinical Alcohol and Other Drug (AOD) services, including:

- Nova House Residential Withdrawal Service
- Non-Residential Withdrawal Program
- Specialist Community Pharmacotherapy Service

Reporting to the Senior Leader of AOD Clinical Services is the Practice Manager for Community Pharmacotherapy, and the nursing and psychosocial wellbeing staff employed across the AOD clinical services.

POSITION RESPONSIBILITIES

The responsibilities of the position are:

Operational Excellence

- Oversight of daily operations of Nova House, community-based withdrawal, and pharmacotherapy clinic
- Ensure efficient and effective delivery of clinical AOD services, meeting service targets, compliance requirements, managing budgets and overall service performance.
- Support effective management of staffing rosters and resource allocation.
- Maintain robust reporting systems and meet all contractual obligations.
- Support the team to ensure consistent bed capacity, maintain efficient response times to new referrals and appropriateness for the service.
- Lead program development and evaluation to improve service delivery outcomes.

- Review and update policies, procedures, and service processes to ensure contemporary best practice.

Clinical Governance

- Lead and enhance clinical practice and protocols across key elements of service delivery, including intake, assessment, withdrawal treatment and management, wellbeing programs, and work closely with the Practice Manager of pharmacotherapy service
- Drive and support the service to meet and exceed relevant legislation, regulations, and standards, ensuring that services are delivered in line with evidence informed sector expectations
- Enhance and maintain comprehensive risk management systems.
- Establish and monitor clinical outcome measures.

People Leadership

- Provide supervision and support to clinical staff, facilitating a culture and environment of professional conduct and wellbeing.
- Foster and mentor a high-performing, collaborative clinical team culture inclusive of staff, students and trainees.
- Ensure staff have access to appropriate internal and external supervision, training, and professional development opportunities.
- Support workforce capability development aligned with service needs.
- Lead and support staff through change management processes.
- Maintain professional standards and registration requirements across the clinical workforce.

Consumer-Centered Practice

- Champion consumer participation in service design and delivery.
- Integrate lived experience perspectives into service development and delivery.
- Ensure consumer rights, choice, and autonomy are central to service delivery while maintaining safe practice.
- Facilitate meaningful consumer feedback and engagement mechanisms.

Service Integration and Development

- Work collaboratively with the broader AOD services team to ensure integrated care pathways.
- Partner with the Wanyanimbik Wayan wellbeing service to support seamless consumer transitions.
- Build and maintain effective partnerships with internal and external stakeholders, particularly for the benefit of consumer access and continuation of care.
- Contribute to sector development and advocacy.
- Participate in organisational quality improvement initiatives and program performance reviews.
- Develop and maintain effective data collection and evaluation systems.
- Lead new clinical project initiatives as agreed.

To maintain operational needs, it is expected that this role will work clinical shifts as an RN

Other duties as directed by the Operations Manager, AOD/Mental Health Services.

KEY SELECTION CRITERIA

Essential

1. Tertiary qualifications in AOD and/or Mental Health Nursing, Nurse Practitioner or equivalent
2. Significant experience working within clinical models of care, with strong clinical acumen, and the ability to role model exceptional clinical judgement and care
3. Demonstrated knowledge of contemporary evidence-based treatments for substance use disorders and addiction, including pharmacological interventions, withdrawal management, and psychosocial approaches for harm minimisation and recovery.
4. Demonstrated understanding of regional AOD service delivery challenges, with proven ability to develop innovative solutions to improve rural treatment access and outcomes.
5. Strong track record in ensuring cultural safety, equitable access and culturally appropriate care across intersecting population groups, including experience in adapting clinical practices to meet diverse community needs through culturally safe engagement.
6. Outstanding communication skills with demonstrated ability to inspire, motivate and mentor clinical teams and build and maintain strong stakeholder relationships.
7. Demonstrated excellence in managing clinical documentation systems, including the development and monitoring of high-quality clinical records, analysis of treatment outcomes, and maintenance of confidential client information in accordance with professional standards and regulatory requirements.
8. The successful applicant will also be required to undertake and complete a Satisfactory National Police Check and have a current employee Working with Children Check and Driver's Licence.

Desirable

1. Proven expertise and experience implementing and maintaining NSQHS Standards or equivalent quality frameworks within AOD settings, with specific knowledge of regulatory and/or sector requirements for withdrawal services (residential and home-based) and pharmacotherapy programs.
2. Experience in leading and managing effectively through complex change and challenges while maintaining team cohesion and service excellence.
3. Direct experience in residential and home-based withdrawal management and opiate replacement therapy settings.

PROBATIONARY PERIOD

Employment with BCHS is conditional on satisfactorily completing a probationary period of six (6) months from date of commencement. During this period your performance will be reviewed with your manager and, assuming this is mutually satisfactory, your employment will be confirmed at the end of this period.

STAFF REVIEW & DEVELOPMENT (SRD)

Each BCHS staff member is required to participate in the annual SRD process. The SRD will be based on the position role and responsibilities and key selection criteria in addition to the relevant team plans and the following performance indicators.

Position Performance:

Demonstrate achievement of negotiated performance indicators specific to your position.

- Performance data must be provided in a timely and regular manner.
- Be available to attend work on some weekends and after hours that fit with community and consumer's needs.
- Demonstrate positive outcomes for consumers through your program support and intervention.
- Plan against identified need, service gaps and evidence.
- Show evidence of an integrated service delivery approach for consumers.
- Provide regular and systematic staff and team support and supervision.
- Participate in supervision and professional development as negotiated with line manager.
- Knowledge and compliance with the BCHS privacy and confidentiality procedures.

Communication and Teamwork:

High level communication and interpersonal engagement that contributes to productive and collegial relationships between staff and with consumers.

- Display your capacity for self-awareness through reflection, planning and communication.
- Show evidence of your ability to work co-operatively within a team to achieve team goals.
- Establish and develop as key functions of relationship management, regular and professional communication with all your relevant colleagues.
- Demonstrate alignment and integration of practice according to BCHS' vision, values, and strategic directions.

Self-Management:

Demonstrated experience and understanding of the need for ongoing personal and professional development that contributes to self-satisfaction and professional growth.

- Continually develop personally and professionally to meet the changing needs of your position, career and industry.
- Demonstrate behaviours that lead you to achieving your goals.
- Demonstrate understanding and behaviour to reflect BCHS' values.

Administration and Documentation:

Through the use of the BCHS processes ensure that all administration and documentation requirements are initiated and completed in a professional and timely manner.

- Show evidence that the administrative tasks of your position are completed in an orderly, timely and accessible manner.
- Demonstrate that your documentation is completed in an accurate, legally and ethically compliant standard, and is produced to an appropriate professional standard.

Learning:

Demonstrated knowledge and application of the capabilities required for this position including knowledge and understanding of appropriate equipment, legislation, policies and procedures.

- Show evidence of knowledge and understanding of BCHS Strategic Directions and the ability to link key strategic directions to individual and teamwork plans and individual self-development.
- Demonstrate initiative and enterprise skills that contribute to innovative outcomes.
- Display an appropriate level of awareness of the implications for BCHS of decisions and situations that involve you and others.

DIVERSITY AND CULTURE

BCHS treats all people with respect; values diverse perspectives; provides diversity training opportunities; and provides a supportive work environment. BCHS is committed to employing people from diverse backgrounds and providing a workplace free from discrimination and harassment.

CHILD SAFETY

BCHS values children from all backgrounds and is committed to making our community a safe, nurturing and welcoming place for children to grow and develop. We are committed to making sure **all** children reach their individual potential.

OTHER ESSENTIAL REQUIREMENTS

Staff will:

- Complete all required probity checks **before** employment is confirmed.
- Provide vaccination information that meets the requirements for healthcare workers.
- Present a copy of original professional qualifications document or registration (if required).
- Receive and comply with BCHS' policies and procedures including the Code of Conduct.
- Actively contribute to continuous quality and service delivery improvement through the organisation.
- Be proactive in risk identification, notification and management.

BCHS believes that *"Quality is everyone's business, safety is my responsibility"*

Co-operate with and contribute to BCHS Occupational Health & Safety procedures and participate in appropriate safety information and education activities as required.

OTHER INFORMATION

- Salary packaging would be available to the successful applicant.
- Fitness Passport
- BCHS' Employee Assistance Program is available to employees and immediate family.
- BCHS is an equal opportunity employer.
- All BCHS sites are smoke and vape free workplaces.
- BCHS has a commitment to environmental sustainability.