

POSITION DESCRIPTION

Position Title:	Operations Lead - Addiction Medicine & Integrated Care
Business Unit/Department:	Drug Health Services
Division:	Operations
Award/Agreement:	Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement
Classification:	HS5
Reports To:	Manager Addiction Medicine & Residential Services
Direct Reports:	Medical, Nursing, Allied Health.
Date Prepared/Updated:	5 August 2024

Position Purpose

The Operations Lead, Addiction Medicine & Integrated Care is a core member of the Drug Health Services (DHS) leadership team and will provide operational leadership for a range of community-based Addiction Medicine services. These include:

1. Hamilton Centre Partner Provider - as part of a state-wide network, this service supports people with co-occurring mental health and substance use disorders to access integrated, inclusive, holistic care by providing training, primary and secondary consultations across the West Metro, South West and Grampian regions. This service seeks to advance integrated care through coordination with Area Mental Health and other relevant services.
2. Addiction Medicine Outpatient Clinics – DHS operate a number of Addiction Medicine outpatient clinics within the western metropolitan region; including Footscray Hospital, Melton Health Hub, and Melton Mental Health & Wellbeing Local.

This role will lead with vision, courage, integrity, humility and focus, will manage the daily operations of the service, will work with the DHS leadership team to develop and execute strategic goals, and will support team members to deliver high quality, innovative and evidence-based interventions in line with Western Health's Values and Best Care framework.

Business Unit Overview

Drug Health Services is one of the most diverse specialist agencies in Victoria for the management of substance use, providing a range of residential and non-residential community and hospital-based alcohol and other drug treatment programs.

The service caters to people across the development lifespan, with youth and adult programs, as well as specialist programs for women and for people with co-morbid AOD and mental health care needs.

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As well as community AOD programs, we offer Addiction Medicine Services to the community and within the Western Health hospital in-patient network.

The service is committed to harm reduction as a guiding principle of practice, enabling clients to determine the pace and type of change they are seeking. This takes place within a robust governance environment, where treatment options are evidence-based and matched to presenting need.

Key Responsibilities

- Operational leadership of a multidisciplinary team, including Medical, Nursing, and Allied Health workers, associated with this role's portfolio.
- Undertake all relevant day to day operational tasks, including the coordination and management of available resources, to ensure the services operate at a high level of effectiveness and efficiency.
- Demonstrate a commitment to the Charter of Healthcare Rights, Western Health Values, and Western Health Best Care Framework.
- In collaboration with Drug Health Services leadership team, develop and execute the agreed vision and strategy for the service.
- Build/promote the Hamilton Centre profile across the relevant catchment to improve awareness and expand service referrals.
- Lead the implementation of new service models and service improvement processes.
- Ensure achievement of program KPIs and strategic goals.
- Contribute to data collection and report writing for funding bodies as required.
- Inspire trust in the team by leading with vision, courage, integrity, humility and focus.
- Provide leadership in clinical situations demanding action.
- Hold accountability for own actions and others under direction and sphere of responsibility. Seek guidance and support from appropriate employees when limited by own skills and experience.
- Build and promote self-efficacy in order to empower team members to feel confident in their ability to fulfil their roles and provide coaching/mentoring to improve problem solving, performance and professional growth.
- Support succession planning processes.
- Respond to and appropriately address issues, including those associated with risk, and any conflict that arises, escalating as appropriate.
- Ensure ongoing client confidentiality and maintenance of comprehensive client records and data entry in accordance with funding requirements and Western Health policy and procedures.
- Drive strong, strategic and professional networks with relevant stakeholders.
- Facilitate MDT meetings, clinical reviews, supervision, reflective practice, professional development, and any other relevant mechanism to promote professional growth and ensure best care is provided.
- Promote a culture of innovation, education, excellence and consumer/client first focus, through policies and practices that support and recognise individual and collective team contribution.
- Lead quality or practice improvement initiatives at a local level and/or contribute to quality or practice improvement initiatives at the program or organisational level.
- Actively participate in program evaluation and the revision and/or development of local processes, organisational policies, clinical guidelines and treatment programs.
- Maintains and updates own professional development portfolio to demonstrate an ongoing commitment to learning and best practice.
- Represent the organisation at seminars, conferences, and general meetings both externally as well as internally within Western Health.
- Be familiar with legislation relevant to the service (e.g., Mental Health Act, Health Information Act, Severe Substance Dependence Treatment Act, etc.).
- Adhere to relevant professional and clinical guidelines in the provision of services.
- Comply with all local and organisational policies and procedures.
- Undertake other relevant duties as directed by the Senior Leadership team.

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In addition to the key responsibilities specific to your role, you are required to deliver on the [Key Organisational Accountabilities](#) which are aligned with the Western Health strategic aims.

Key Working Relationships

Internal:

- Divisional Director
- Clinical Service Director
- Heads of Units
- Operations Manager
- Drug Health Services staff
- Western Health staff

External:

- Consumers, Next of Kin or Enduring Power Attorney
- General Practitioners and broader Western Health Community Partners
- State-wide service partner providers and associated stakeholders
- Area Mental Health & Wellbeing Services and other referring service providers
- Drug and Alcohol and other Community Service organisations
- Mental Health Community and Residential Services
- Department of Health

Selection Criteria

Essential

- Hold relevant health and/or management qualifications
- Minimum of 3 years' experience in a similar role
- Excellent written and verbal communication skills and a proven capacity to negotiate with clients, staff and other stakeholders
- Demonstrated capacity to collaborate with staff and service users to assist in the development of appropriate service delivery models
- Demonstrated experience of program evaluation and continuous quality and safety improvements
- Proven ability to set priorities, monitor workflow and develop 'best practice' work standards in conjunction with program staff
- Demonstrated sensitivity to the diverse needs of marginalised groups
- Knowledge of the biopsychosocial effects of substance use and poor mental health and its impact on individuals, families and significant others and the community
- Understanding of, and commitment to, the principles and practices of harm minimisation in the AOD/mental health field
- Advanced computer literacy skills

Desirable

- Relevant post graduate qualifications where applicable
- Prior service delivery planning
- An up-to-date knowledge of issues, trends and government policies in the delivery of AOD services and in the health industry generally
- Understanding of the AOD sector and general health and welfare sectors
- Commitment in development of learning, teaching and research-oriented work

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<h3>Additional Requirements</h3> <p>All employees are required to:</p> <ul style="list-style-type: none"> • Obtain a police / criminal history check prior to employment • Obtain a working with children check prior to employment (if requested) • Obtain an Immunisation Health Clearance prior to employment • Report to management any criminal charges or convictions you receive during the course of your employment • Comply with relevant Western Health 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 Western Health 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 Western Health • 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 Western Health • Be aware of and comply with relevant legislation: Public Administration Act 2004, Victorian Charter of Human Rights and Responsibilities Act 2006, the Victorian Occupational Health and Safety Act 2004, the Victorian Occupational Health and Safety Regulations 2017 (OHS Regulations 2017), Fair Work Act 2009 (as amended), the Privacy Act 1988 and responsibilities under s141 Health Services Act with regard to the sharing of health information, the Family Violence and Child Information Sharing Schemes, Part 5A and 6A Family Violence Protection Act 2008, Safe Patient Care Act 2015, Mental Health & Wellbeing Act 2023 • Be aware of and comply with the Code of Conduct for Victorian Public Sector Employees and other Western Health employment guidelines.
<h3>General Information</h3> <ul style="list-style-type: none"> • Redeployment to other services or sites within Western Health may be required • Employment terms and conditions are provided according to relevant award/agreement • Western Health is an equal opportunity employer and is committed to providing for its employees a work environment which is free of harassment or discrimination. The organisation promotes diversity and awareness in the workplace • Western Health is committed to Gender Equity • Western Health provides support to all personnel experiencing family and domestic violence • 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. Western Health reserves the right to modify position descriptions as required. Employees will be consulted when this occurs. • Western Health is a smoke free environment

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

Employee's Name: [Click here to enter the Employee's name.](#)

Employee's Signature: _____

Date: [Click here to enter a date.](#)

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