



POSITION DESCRIPTION

Position Title:	Service Coordinator, Telephone & Online Services
Award Classification:	HS5
Award / Agreement Name:	Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Workers) Single Interest Enterprise Agreement 2021-2025
Position Reports to:	Manager, Telephone & Online Services

EASTERN HEALTH – HEALTHIER TOGETHER

Eastern Health is one of Melbourne’s largest metropolitan public health services. We provide a comprehensive range of high quality acute, sub-acute, palliative care, mental health, drug and alcohol, residential care, community health and statewide services to people and communities that are diverse in culture, age and socio- economic status, population and healthcare needs

TURNING POINT

Turning Point was established in 1994 to provide leadership to the alcohol and drug field in Victoria. Turning Point is now a national treatment, research and education centre that provides leadership in the alcohol and drug, gambling and mental health sectors. Combining research with service innovation, surveillance, system enhancements, education, capacity building and specialist support, Turning Point is a recognised centre of excellence that assists services, communities and governments to respond to current and emerging issues. Turning Point is part of Eastern Health and is affiliated with Monash University.

www.turningpoint.org.au



1. POSITION PURPOSE

Turning Point is one of Victoria's leading alcohol and drug treatment services. Our vision is to improve the wellbeing of individuals, families and communities adversely affected by alcohol, drugs and gambling.

Turning Point's Telephone and Online Services (TOLS) comprises a network of distance-based clinical services for the general community and health and welfare professionals. This includes programs for alcohol and drugs, and problem gambling services which are delivered on a 24/7 basis from the Richmond site.

Key service types include

- Statewide Telephone Helpline programs
- Telephone-based secondary consultation for professionals
- Online counselling and support services
- Consultancy and project-based services

Services are provided for Victorian, interstate and national audiences by a multidisciplinary team of approximately 50-60 counselling staff. Telephone and Online Services respond to 80 – 100,000 client contacts per year.

This Service Coordinator position is responsible for the resourcing of the service and contributes to overall telephone helpline and online counselling service delivery, program development and innovation. A key focus of the role is ensuring high quality services are being delivered by our counsellors. The role is focused on resourcing and rostering of the service that includes recruitment, staff induction, staff training and shift allocation to ensure key performance indicators for the service are met.

The position also participates in strategic planning and review activities in relation to AOD services in conjunction with the Manager and the TOLS Senior Team. The position ensures the quality of the service by monitoring service capacity, KPIs, practice and service standards and supervisory standards.

2. MAJOR DUTIES AND/OR RESPONSIBILITIES

Operational and Service Development

- Manage rostering of staff across a 24/7 roster and coordinate timesheet submission
- In collaboration with the Manager, contribute to resource planning for the service
- Contribute to service planning and delivery activities ensuring appropriate supervision of practice and training capacity is in place
- Contribute to the development of clinical guidelines and the review of clinical treatment of the helpline service
- Liaise with the People and Culture regarding performance and human resourcing
- Develop, implement and review policies and procedures
- Prepare reports and briefs where required
- Assist with the maintenance and development of relationships with funding bodies and other key stakeholders
- Involvement on committees and advisory groups
- Undertake internal audit and reviews of service delivery as a process of continuous improvement
- Assist in the preparation of grant and tender applications
- Oversee the implementation of new service initiatives

Human Resource Management

- Line management and performance of the counselling team
- Oversee staff leave management across the counselling team
- Recruitment, induction and training of new staff

- Support the development and programming of AOD supervision and training activities
- Develop and maintain harmonious, effective interpersonal relationships with broader Turning Point and Eastern Health support staff including People & Culture and Eastern Health's quality teams.

Quality Care

- Review service feedback and manage service complaints
- Participate in quality projects as required
- Ensure supervisory standards are maintained
- Actively develop and participate in the service-related continuous improvement practices and principles
- Assist with the monitoring and review of quality standards for service delivery
- Contribute to the development and continuous improvement of policies and procedures

Research & Training

- Contribute to research activities focused on developing best practice across the Statewide Services program
- Participate in collaborative research/ project activities for the benefit of the service and the sector as a whole

3. SAFE PRACTICE AND ENVIRONMENT

Occupational Health and Safety

Eastern Health is committed to providing and maintaining a working environment for all staff that is safe and without risk to health. All staff are to take care of their own health and safety and the health and safety of any other person who may be affected by your acts or omissions at the workplace. Understand responsibilities and accountabilities to yourself and others in accordance with OH&S legislation and Eastern Health policies and promote a working environment that is congruent with these guidelines. This includes staff reporting of all clinical and OHS incidents and near misses, in particular those related to Occupational Violence, Manual Handling and Slips, trips and falls.

Staff are required to comply with all state legislative requirements in respect to the Occupational Health and Safety Act 2004 and the Workplace Injury Rehabilitation and Compensations (WIRC) Act 2013.

4. TRAINING AND DEVELOPMENT

Relevant, practical and timely education should direct, facilitate, enhance and support the professional growth and practice of employees in a health environment characterised by change. All programs should endeavour to promote evidence-based practice, a problem-solving approach and to be competency based.

You are expected to participate in the personal development process on an annual basis.

5. QUALITY

As a staff member of Eastern Health staff are required to comply with Eastern Health performance standards and participate in continuous monitoring and improvement as part of your role. You are also required to comply with legislation, professional standards and accreditation standards.

As a staff member employed by Eastern Health services you must have and maintain the appropriate skills and knowledge required to fulfil your role and responsibilities within the organisation. In addition, you must

ensure that you practice within the specifications of this position description, and where applicable within the agreed scope of practice.

You are responsible for ensuring safe high-quality care in your work. This will include complying with best practice standards, identifying and reporting any variance to expected standards and minimising the risk of adverse outcomes and patient harm. In addition, you will ensure that service and care is consistent with the EH approach to patient and family centred care.

6. CONFIDENTIALITY

Any information obtained in the course of employment is confidential and should not be used for any purpose other than the performance of the duties for which the person was employed. Staff are bound by the Information Privacy Act 2000 and the Health Records Act 2001.

7. EQUAL EMPLOYMENT OPPORTUNITY

You agree to adhere to the Equal Employment Opportunity policies and practices of the Health Service. Discriminatory practices, including sexual harassment, are unlawful. The Health Service will not tolerate discriminatory behaviour, any such conduct may lead to the invoking of the Disciplinary Policy and Procedure, which may result in termination of employment.

8. PERFORMANCE DEVELOPMENT

A Performance Review, that includes agreed targets, will occur three (3) months from commencement and then annually on the basis of the duties and responsibilities outlined in this position description. This is an opportunity to review personal and the allocated work unit's service performance, facilitated by the setting of objectives/goals and ongoing evaluation of performance and achievement. Objectives will be developed annually, documented, discussed and agreed with the immediate line manager, who will act as the assessor. The incumbent is expected to demonstrate and show evidence annually of on-going self and allocated work unit's service development.

9. EASTERN HEALTH'S PROMISE

Our promise to our communities, patients, consumers and staff is that we will be **HEALTHIER TOGETHER**. Bolder than a vision for the future, our promise calls us to action. We know that working together is the only way we can achieve what is necessary for a healthier future.

Our values are ones in action and are the behaviours that matter most.

- Respect for all
- Safe always
- Partnering in care
- Learning and improving everyday

Learning from the challenges of the past and looking to the future, we understand that we are building towards a more engaged, more reliable, always safe health service in partnership with our people to improve every day.

10. ATTACHMENTS

- Attachment 1 Key Selection Criteria
- Attachment 2 Additional Information
- Attachment 3 Additional Information

11. NOTE

Statements included in this position description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all-inclusive.

Prior to accepting any offer of employment, prospective employees will be required to read and commit to the Eastern Health Code of Conduct, including (but not limited to) issues of Occupational Health and Safety, Equal Opportunity and Confidentiality.

Vaccination against infectious disease is a mandatory requirement of this role. An offer of employment is conditional on you providing evidence that you are currently vaccinated against COVID-19, prior to commencing employment.

Signed: _____

Date: ____/____/____

Manager

INCUMBENT STATEMENT

I _____ (Incumbent Name) have read, understood and accepted the above Position Description and associated Attachments.

Signed: _____

Date: ____/____/____

ATTACHMENT 1

KEY SELECTION CRITERIA

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ESSENTIAL

- Highly developed management and organisational skills demonstrating attention to detail and the ability to complete multiple competing tasks to deadlines
- Strong communication skills, both verbal and written
- Demonstrated interpersonal and relationship building skills
- Demonstrated experience in workforce management, including management of professional, ethical and service delivery matters in the health sector
- Relevant qualification in healthcare and/or workforce management
- Demonstrated experience in conceptualising, planning, designing, delivering and evaluating training, projects and programs
- High level capacity to provide leadership, communicate, problem solve within an interdisciplinary setting and to work constructively and cooperatively within a leadership team
- Capable of reporting key outcomes to management and funding bodies
- Capable of effectively representing the organisation in internal and external forums and presenting at conferences, seminars and forums
- Computer literacy with competence demonstrated competency in rostering, payroll, CRM, HR platforms and M365 applications

DESIRABLE

- Tertiary qualification in psychology, social work or related health discipline
- Demonstrated experience managing stakeholder relations in the government funded or not-for-profit sector
- Demonstrated understanding of workforce needs of distance-based telephone or online service delivery
- Demonstrated understanding of contemporary treatment interventions in AOD counselling, risk assessment and risk management
- Demonstrate understanding of the relevant legislation and policy frameworks pertaining to the provision of alcohol, drug and gambling services in Victoria
- Experience in collaborating on research projects
- A current Drivers Licence

Aboriginal & Torres Strait Islander Candidates

Eastern Health's Aboriginal Workforce Plan 2023 – 2026 has recently been released. With a strong focus on cultural safety and belonging, actions included in the Workforce Plan provide practical supports for all Aboriginal and/or Torres Strait Islander staff.

An Aboriginal Employment Coordinator is available to ensure each person has culturally safe and positive employee experiences which foster belonging and access to diverse experiences and career pathways.

Should you require further information regarding this position or support to complete an application, please contact the Recruitment Manager for this position or Eastern Health's Aboriginal Employment Coordinator at Aboriginal.Workforce@easternhealth.org.au

ATTACHMENT 2

Skills and knowledge

- Demonstrated record of achievement and competence in administration and operations management within a relevant health setting
- Demonstrated high level analytical, planning and problem-solving skills
- Excellent communication skills, interpersonal skills, including negotiation, influencing and conflict negotiation skills
- Excellent time management skills, including the capacity to work under pressure and meet work requirements within set constraints and competing priorities
- Experience in leading quality improvement initiatives
- Demonstrated experience in project planning, management, delivery and evaluation
- Experience in the evaluation and quality improvement of administrative systems including 24/7 staff rostering
- Sound knowledge in the delivery of alcohol and other drugs and gambling services
- Computer literacy with competence demonstrated competency in CRM, HR platforms and M365 applications

Relevant experience

- Management experience in a call centre environment and knowledge in distance-based telephone or online service delivery particularly in a health-related field
- Ability to provide effective management of a multidisciplinary team

Attachment 3

Eastern Health/Department/Specialty Information & additional position requirements

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ORGANISATIONAL CONTEXT

Eastern Health

Eastern Health is a leading provider of health care in the eastern region of Melbourne and incorporates Acute: Aged Care, Rehabilitation and Community Health and Mental Health and Alcohol & Drug Services across a number of large, medium and small work locations.

Statewide Services

The Statewide Services Program sits within Eastern Health's Surgery, Women and Children, Mental Health, Medical Imaging and Statewide Services (SWMMS) directorate and consists of Turning Point and Spectrum. Turning Point is a Victorian specialist alcohol, drug and gambling organisation that integrate treatment and support services with research, education and training. Spectrum is Victoria's only statewide centre for the specialist treatment of Borderline Personality Disorder and provides training and education and contributes to research in this area.

LOCAL WORK ENVIRONMENT

Turning Point

Turning Point was established in 1994 and amalgamated with **Eastern Health** in October 2009 and is formally affiliated with Monash University. Turning Point is a national addiction treatment centre, dedicated to providing high quality, evidence-based treatment to people adversely affected by alcohol, drugs and gambling, integrated with world-leading research and education. Combining innovative research in the clinical, population health and policy fields, with service innovation, surveillance, system enhancements, capacity building and specialist support, Turning Point directly assists services, communities and government to respond to current and emerging issues.

Treatment

Turning Point's multidisciplinary staff, including Addiction Medicine Consultants, Psychiatrists, nurses, psychologists, social workers and alcohol and drug counsellors, provide specialist clinical and support services to people affected by alcohol and drugs and problem gambling. Turning Point provides a broad range of face-to-face, telephone and online evidence based treatment interventions.

Research

Turning Point conducts practical and applied research leading to policy and service development with a focus on improving and expanding the range and quality of treatment and support services through evidence-based research.

Education

Turning Point is a leading provider of education and training services in the alcohol and drug sector in Australia. As a Registered Training Organisation (RTO) and in partnership with Monash University Turning Point builds the capacity of health and welfare professionals to respond more effectively to alcohol and drug issues.

Spectrum

Spectrum is the leading centre in Victoria for the synthesis and dissemination of knowledge and practice, in relation to the treatment of, and recovery from borderline personality disorder, including those presentations where a number of co-morbid conditions create clinical complexity. Spectrum's work can range from contributing to research, capacity building in the workforce (statewide and nationally), to providing a full clinical service of empirically supported treatment interventions including: specialist assessment and case management, individual and group psychotherapy, biomedical treatments and secondary consultation (including telephone and online).