



POSITION DESCRIPTION

POSITION TITLE:	AOD Program Manager
PROGRAM:	Therapeutic Services
STATUS:	Full Time (38hrs per week), 12-month Fixed Term (Parental Leave Contract)
REPORTING TO:	Manager, Therapeutic Services
LOCATION:	200 Hoddle Street, Abbotsford VIC 3067
CLASSIFICATION:	VAC/GMHC Employment Agreement April 2014, SCHADS/SACS Level 7. Thorne Harbour Health pays above award rates.

1. ORGANISATIONAL ENVIRONMENT

Thorne Harbour Health (THH) is a community-controlled health organisation governed by our members and accountable to the *communities we serve*.

THH began in July 1983 and for over 40 years, the organisation has been a leader in the community's response to HIV and AIDS. THH has been delivering services in South Australia for ten years. THH aims to improve the health, social and emotional well-being of LGBTIQ+ communities and those living with or affected by HIV, with a particular emphasis on bringing the HIV and AIDS epidemic to an end.

Our Vision

A world where our communities are healthy and live safely, with dignity and wellbeing.

Our Mission

To deliver community-led and culturally appropriate health and wellbeing programs informed by and responsive to our communities, always advocating to reduce stigma and discrimination.

The Communities We Serve

When we talk about 'the communities we serve', language matters. We use words in ways that acknowledge and demonstrate respect for the way we describe our bodies, genders, and relationships. The terminology our communities use is complex and evolves, and identities can shift and change over the course of a person's life. We now use the LGBTIQ+ acronym as a collective term, but not all see it as inclusive enough. At Thorne Harbour Health, the communities we serve are made up of unique people with diverse backgrounds and experiences who identify as lesbian, gay, bisexual, people with innate variations of sex characteristics, trans and gender diverse, non-binary, intersex, queer, other sexualities, gender bodily diverse people, and all people living with HIV. HIV continues to be important to us because it's where we began and will always be part of our communities'

experience. While we remain committed to using and advocating for inclusive language and will endeavour to always describe people in the way they describe themselves, for the purpose of communication and accessibility of this strategic plan, we will use the term 'our communities' when referring to the diverse communities we serve.

2. PROGRAM CONTEXT, ROLE & FOCUS

The Therapeutic Services teams provide specialist services to the LGBTIQ+ community, combining our counselling, alcohol and other drugs (AOD), family violence and financial counselling programs. Thorne Harbour Health's Services to the LGBTIQ+ community recognise the importance of specialist responses led by the LGBTIQ+ community for the community. These specialist services target the LGBTIQ+ community and people living with, at risk of, or affected by HIV.

THH's Family Violence Services work with both community members who are victim/survivors of violence in their relationships and those who use violence in their relationships. THH Family Violence Services include counselling, case management, therapeutic group work, men's behaviour change and both victim/survivor and perpetrator brokerage programs. The Family Violence Services team play a key role in building sector capacity to better identify, respond and understand LGBTIQ+ experiences of family violence.

Our Counselling Service provides therapeutic counselling and group programs. The counselling team includes therapists (both paid staff and qualified volunteers) with training in different therapeutic modalities. THH has recently introduced our Brief & Collaborative Counselling Service, a short-term counselling service that provides clients with up to 3 sessions which are scheduled for up to 90 minutes each. It is based on the Single Session Thinking model, an evidence-informed, person-centred framework that supports a client to get the most out of each session. The Counselling Service provides individual, couple, family and therapeutic group programs.

THH's Alcohol and Other Drugs team works from a harm reduction framework and provides State Government funded AOD assessments, AOD counselling, care and recovery coordination, peer support and education, and group programs to assist people to cease their substance use or reduce the harms associated with their substance use.

All clinical staff across Therapeutic Services have appropriate qualifications in human services work. All staff are expected to participate in regular clinical supervision. Additional group supervision is provided to clinicians who provide services to people who use violence in their relationships.

3. POSITION ROLE AND RESPONSIBILITIES

The AOD Program Manager is responsible for the leadership, clinical and operational oversight of the AOD programs in Victoria. The incumbent will also provide support to the Manager, Therapeutic Services and while working closely with other key staff, to strengthen the provision of high-quality, evidence-based, responsive practice across the spectrum of service delivery. Leading the AOD Team Leader, other senior staff and managing multiple AOD services, the AOD Program Manager seeks to be collaborative and dynamic in providing operational leadership and contributing to strategy development across the AOD sector.

The AOD Program Manager has the key role in contributing to the development of the AOD programs, and ensuring the services engage meaningfully with other parts of Thorne Harbour Health and across relevant community stakeholders and sector partners state-wide to make best use of internal and external resources and opportunities. The incumbent will have the opportunity to represent THH on a range of networks and partnerships.

Critical to the role is to understand the cultural issues and barriers that may face people living with or affected by HIV and LGBTIQ+ community members including those who use alcohol and other

drugs, experience family or relationship violence; and to lead culturally safe and appropriate responses, including harm reduction and trauma-informed principles.

The following roles currently report to, and receive Operational Supervision from, the AOD Program Manager:

- AOD Counselling Team Leader
- AOD Outreach team

Key roles and responsibilities of the AOD Program Manager, Victoria position are as follows:

Service Development

- Working with the Manager, Therapeutic Services and AOD Team Leader, develop and implement service delivery strategies to mitigate identified clinical and organisational risk.
- Provide supervision to a small team of outreach workers, including a non-residential withdrawal nurse.
- Work with AOD Team Leader, and program staff to develop client pathways and team processes which optimise client experience and the provision of effective intervention whilst ensuring timely access for new referrals within the resources available.
- Work with AOD Team Leader, and program staff to provide and develop effective, high-quality AOD services and allied services based on best practice that is informed by the evolving evidence-base, community feedback and developing practice wisdom.
- Provide consultation and feedback on key issues, to ensure the needs of THH's clients are considered. This may include, but is not limited to, feedback on sector reform and/or legislative change.
- Contribute to the development and maintenance of policies and procedures that reflect and guide the objectives and operations of the Victorian AOD service.
- Undertake other duties as directed in support of the organisation and its objectives.

People Management

- Ensure a safe work environment and compliance with THH policies, procedures and relevant legislation.
- Effectively support the AOD Team Leader, in all aspects of people management including providing guidance, support and professional development.
- Ensure effective people management and leadership of direct reports to enable AOD Programs to deliver quality client outcomes as effectively and efficiently as practicable.
- Work with the Manager, Therapeutic Services and Capacity Building to undertake recruitment, workload management, and retention and performance reviews of AOD program staff.
- Monitor, prioritise and coordinate workflow of direct reports.

Data and Reporting

- Ensure accurate record keeping, according to program guidelines and organisational funding obligations.
- Use data analysis to direct continuous quality improvement in AOD programs.
- Supervise and quality control maintenance of client files in line with legislative and policy requirements.
- Contribute to performance monitoring, reporting and acquittal as required.

Capacity Building and Stakeholder Management

- Advocate for THH and the needs of LGBTIQ+ communities and People living with HIV (PLHIV) with key stakeholders.

- Provide secondary consultation to providers who work with positive and/or LGBTIQ+ clients with AOD concerns, focusing on issues specific to this AOD client group and strategies for effective engagement with them in treatment.
- Contribute to the development and delivery of training programs and community education programs directed at building sector capacity and building awareness of AOD issues, within scope of expertise.
- Establish and maintain collaborative and productive relationships with care coordinators and service providers, current and potential stakeholders and agency partners.
- Act as a representative in forums, AOD sector network meetings as required and related interagency meetings as required.
- Maintain regular communication and feedback with the Manager, Therapeutic Services and Capacity Building to initiate and support ongoing service improvement.

4. KEY SELECTION CRITERIA

Qualifications

- Tertiary qualification in social work, psychology or a related discipline and/or other relevant experience.
- Certificate IV in AOD or equivalent, or willingness to undertake within the first 12 months of employment.
- Eligibility for membership of a relevant professional association (e.g., AASW, AHPRA, APS).

Skills and experience

- Specialist expertise in, and demonstrated experience of, evidence-based therapeutic interventions, including comprehensive clinical skills in a range of modalities including, but not limited to trauma-informed practice, harm minimisation approaches, motivational interviewing, strengths-based approaches, acceptance and commitment therapy, narrative therapy, family and systemic therapy, crisis and suicide prevention interventions.
- A proven ability to develop, coach, manage and lead a team of clinicians to deliver quality therapeutic practice, including the ability to respond to crises and emergencies.
- Well-developed ethical and authentic leadership style that can model desired behaviours and create a healthy and effective team environment that balances individual and organisational needs.
- Highly developed interpersonal and communication skills, both written and verbal.
- Experience in advancing external partnerships, with service providers and other stakeholders, to enhance care pathways and build sector capacity.
- Excellent time management and negotiation skills.
- Advanced computer skills and competencies, including report writing.
- A demonstrated understanding and awareness of structural and social inequities which discriminate against LGBTIQ+ people and communities, and people living with HIV, and willingness to work with these communities in a respectful, warm and affirming manner.
- Current Victorian Drivers Licence

Desirable

- Sound knowledge and familiarity of AOD and/or family violence frameworks, related policies and legislation.
- Additional qualifications in leadership and/or management.

5. CONDITIONS OF EMPLOYMENT

- Salary is paid in accordance with the VAC/GMHC Employment Agreement 2014. The classification for the position is SCHADS Award/SACS Level 7.
- Salary packaging is a legitimate method of restructuring existing salary into a

combination of salary and expense payment benefits to provide a higher net remuneration for the employee. This arrangement is available at Thorne Harbour Health.

- Employers' contribution to superannuation will also be paid.
- Conditions of employment are as stated in the VAC Employment Agreement 2014.
- The position is for 76 hours per fortnight.
- Completion by Thorne Harbour Health of a satisfactory police check.
- Evidence of a valid Working with Children Check.
- A willingness and ability to work flexible hours is required, including some early morning, evening and weekend meetings and other work-related commitments.
- A Confidentiality Agreement must be signed.
- Thorne Harbour Health is an equal opportunity employer. All staff members are required to contribute to creating a non-discriminatory workplace.
- Thorne Harbour Health provides a non-smoking workplace.
- Membership of the appropriate union is strongly encouraged.
- Candidates must have full working rights in Australia and may be required to provide proof of this eligibility.

6. PROFESSIONAL SUPERVISION

Thorne Harbour Health has a commitment to ensuring that staff members receive high quality supervision on a regular basis. This role is required to attend this supervision.

7. WORKPLACE HEALTH & SAFETY

As an employee of Thorne Harbour Health, staff need to strive to ensure a safe and healthy workplace by complying with the provisions of Section 25 of the Occupational Health and Safety Act 2004 (Duties of Employees).

8. APPLICATION PROCESS

Written applications addressing the selection criteria and including a resume and the names and contact details of three professional referees should be submitted via the job listing in Employment Hero.

For further enquiries, please contact Nic Robinson-Griffith – Manager, Therapeutic Services via email [-Nic.Robinson-Griffith@thorneharbour.org](mailto:Nic.Robinson-Griffith@thorneharbour.org)

Important: it is essential that applicants specifically address the selection criteria. Where selection criteria have not been addressed, applications will not be considered.