Position Description

Alcohol and Other Drug Manager

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| **Award & grade:** | Community Health Centre Stand Alone Services HSUA 1 & 5 Grade 5 |  |
| **Salary range** | Dependent upon qualifications and experience |  |
| **EFT** | 1.0 |  |
| **Reporting to** | General Manager |  |
| **Accountable to** | CEO |  |
| **Tenure** | Ongoing |  |
| **Direct reports** | AOD Outreach workers, AOD nurse, NSP Workers, AOD Community Development Workers |  |
| **Location** | Lennox St and other NRCH sites as requested |  |
| **Date issued** | July 2017 |  |

Organisation Profile

**North Richmond Community Health (NRCH)** is committed to making healthcare more accessible and culturally relevant.

Our community health centre in Richmond provides a range of medical, allied health, dental and community services to clients from all backgrounds. We also provide specialist health services in other parts of Victoria, and work with health, government and community services around the country.

Position Objective

The Alcohol and other Drug (AOD) program’s purpose is to reduce the harms associated with substance use in the community by employing a range of strategies with individuals, the drug using community and the broader north Richmond community. The AOD program utilises harm minimisation strategies and provides needle syringe equipment, AOD information, brief interventions and health promotion. It also works to support individuals enter the broader Alcohol and Drug service system.

The purpose of the position is to lead a dedicated team to reduce the risks of illicit drug use and improve the health and well-being of people who use illicit drugs and/or experience problematic alcohol use, employing harm reduction strategies and operating in accordance with best AOD practice through a needle syringe program, outreach and education. The position is also responsible for fostering important partnerships and relationships with a wide group of stakeholders, advocating strongly on key issues critical to the program’s future.

The position will contribute to the achievements of the organisation’s strategic directions.

Position Description

AOD Manager

Key Responsibilities

**Program Management**

* Lead the development and maintenance of an innovative service delivery model
* Provide support and supervision for all AOD staff
* Strengthen and foster effective collaborative relationships with key stakeholders including: City of Yarra, Department of Health and Human Services (DHHS), , Office of Housing, peak bodies, emergency services, research institutions and other AOD services
* Source funding through government and non-government opportunities
* Advocate widely for key issues that affect the PWID community and the AoD program
* Ensure all administration, data recording and financial accountability processes adhered to and that client files and database are up to date, accurate and meet both organisation and legislative requirements
* Routinely collect data and provide reports to DHHS and NRCH on the progress of key objectives
* Keep abreast of latest developments within the AOD sector
* Develop and monitor protocols to assess and, as appropriate, manage incidents of drug related overdose that occur within the vicinity of the NRCH and provide overdose support and follow up as required
* Collaborate with other NRCH staff and programs to provide optimal service provision
* Attend and participate in relevant internal and external meetings and other forums.
* Participate in program/service development and evaluation

**Health Education**

* Lead in the development of a health education and prevention program for the AOD program that includes the following topics: harm reduction, relapse prevention, sexual health education, nutrition/diet education, safer drug use issues such as vein care, drugs and their effects, mixing drugs, safe disposal
* Participate in delivering education sessions on AOD tailored to the wider community
* Co-ordinate regular client health checks with internal and external programs

Position Description

AOD Manager

Key Capabilities

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| **Client experience** | **Community relations** | * Initiates and listens to feedback from clients and adapts organisation/program strategy to meet needs. * Stays in touch with client needs, identifies trends and service gaps; uses this understanding to enhance and extend NRCH services. * Contributes to sector/wider industry forums to enhance client outcomes. |
| **New and Different Approaches** | **Accountability** | * Upholds a clear sense of purpose and outcomes for their program. |
| **Ethics** | * Sees that behavioural expectations/Code of Conduct are communicated |
| **Program Development** | * Manages programs to work to timelines and budgets and achieve goals and objectives. Envisions and designs new projects * Engages others in translating strategy into operational goals for the program. * Connects the work of all individuals in a program to demonstrate how they contribute to the overall success of the program. |
| **Learning and Development** | * Establishes systems and processes for reviewing skills and professional development. |
| **Innovation** | * Researches and implements new technologies to strengthen the organisation and improve business practices. * Establishes ways to capture, communicate and share innovative ideas and practices. |
| **Working in Partnership** | **Change Management** | * Implements change management processes and monitors progress |
| **Partnerships and Collaboration** | * Builds collaborative relationships with wide range of professionals, agencies, government departments within their program/region or area of expertise. * Identifies opportunities and facilitates partnering between programs to deliver the best outcomes for the client. |

Key Selection Criteria

**Essential skills & experience**

* Minimum 5 years experience in managing AOD and/or mental health assessment and treatment services
* Demonstrated knowledge of co-occurring drug use and mental health issues, harm reduction in the context of illicit & other drugs and risks associated with the use of these
* Highly developed relationship management and negotiation skills with a broad range of stakeholders
* Demonstrated experience in preparing grants and tenders from both government and non-government agencies
* Minimum 5 years experience in developing and implementing health promotion activities with community members
* Extensive experience managing critical incidents including overdoses
* Knowledge of local agencies and services relevant to the client group

Position Description

AOD Manager

**Essential attributes**

* Ability to multi task, prioritise effectively and achieve quality outcomes in a busy, client focused environment.
* Sound interpersonal skills, including conflict resolution and negotiation, and the ability to communicate effectively with people from diverse cultural and social backgrounds

**Qualifications \ Registration requirements**

* Valid Police Check or willingness to undertake
* Working with Children check
* Current Victorian Drivers Licence
* Relevant tertiary qualification

Internal Training Requirements

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| **Topic** | **Timeframe for completion** |
| Induction Training | 3 months |
| Cultural Competency | 3 months |
| Hand Hygiene | 3 months |
| Child Safety | 3 months |

Position Description

AOD Team Leader

Responsibilities and conditions of employment

All employees of North Richmond Community Health are required to follow specific common conditions of employment as outlined in the NRCHL Policy and Procedures Manual. Key responsibilities and conditions include

* Employment terms and conditions are consistent with National Employment Standards and relevant awards/agreements. Salary is set commensurate with funding, award/agreements, sector expectations and individual skills/experience relevant to the role.
* Employees are expected to conduct themselves in a manner consistent with organisation’s Code of Conduct, Scope of Practice, Employment Contract, Cultural Competency standards and all other policies and procedures.
* NRCH is committed to creating a child-safe environment and to the participation and empowerment of children. NRCH has zero tolerance of all forms of child abuse and all allegations and safety concerns will be treated very seriously. All NRCH staff and volunteers are required to contact authorities when they are worried about a child’s safety. If you believe a child is at immediate risk of abuse contact 000.
* Employees are expected to participate in the NRCH risk management and quality improvement systems by being aware of responsibilities to identify, minimise and manage risks and identify opportunities for continuous improvement in the workplace through communication and consultation with managers and colleagues.
* Employees are expected to contribute positively to a safe workplace by reporting hazards and incidents immediately to an OHS representative, committee member or manager. Employees must behave in a manner that fosters safe working practices.
* Adhere to NRCH infection control policies and procedures.
* Regular working hours will be negotiated but will be within operational hours. From time to time, some out-of-hours work may be required. Employees are expected to present for work on time, and follow notification guidelines when ill or late for work.
* Appointment is subject to a six-month probationary period, wherein performance will be reviewed prior to the expiry of the probationary period and an ongoing employment decision will be communicated.
* Performance is reviewed formally on an annual basis and all staff will have responsibility for an individually tailored work plan. All position descriptions are open to periodic review by management in consultation with staff.
* NRCHL provides a smoke-free environment, including within vehicles.
* The staff member may be required to perform other duties as directed, in accordance with training, skills and experience.

Further Information

For enquiries relating to this position, contact:

**Penny Francis** | AOD Team Leader | pennyf@nrch.com.au | (03) 9418 9902