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| **Award & grade:** | Community Health Centre (stand alone services) Social and Community Service Employees Multi Enterprise Agreement 2013-2015. Community Development Worker, SACS, Level 5. |  |
| **Salary range** | Dependent upon qualifications and experience |  |
| **EFT** | 1.0 EFT |  |
| **Reporting to** | AOD Program Manager |  |
| **Accountable to** | CEO |  |
| **Tenure** | 12 months |  |
| **Direct reports** | NIL |  |
| **Location** | Lennox St and other NRCH sites as requested |  |
| **Date issued** | November 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

This new position in the AOD team is responsible for assisting in the prevention and treatment of overdoses by building the capacity of and providing training to people who inject drugs and potential overdose witnesses.

Key Responsibilities

* Develop appropriate, adaptable training programs including awareness raising, stigma reduction and overdose response to accommodate the diverse needs of participants.
* Provide training in overdose response and the use of naloxone to people who inject drugs (PWID) who use the NRCH needle and syringe program (NSP) and to those in the wider community.
* Liaise with emergency services, St Vincent’s Hospital Emergency Department, St Vincent’s Hospital AOD department, and other local services as appropriate to encourage inter-agency referral of people who have experienced overdose or are at risk of overdose.
* Provide training on overdose response to all NRCH staff.
* Provide a “train the trainer” course in Overdose Response and brief interventions for peer workers in the AOD program.
* Strengthen engagement with GPs, pharmacies and other local services likely to witness overdose, by providing naloxone education, encouraging increased access to pharmacotherapy and providing information to facilitate referrals to NRCH.
* Monitor and contribute to the development of policies and procedures to ensure up-to-date, evidence-based and effective responses to overdose in all aspects of the NRCH overdose response.

Key Capabilities

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| --- | --- | --- |
| **Client experience** | **Community relations** | * Is sensitive to clients’ heritage, traditions and identity. * Actively listens to clients and passes on relevant information accurately and appropriately. * Responds in a prompt and sensitive manner to clients’ requests so that the client feels supported and accepted. * Maintains basic awareness of current community issues. |
| **New and Different Approaches** | **Accountability** | * Seeks feedback to ensure work is consistent with expectations. * Is committed to own professional and personal development. |
| **Ethics** | * Observes Code of Conduct, behaves ethically and seeks assistance with ethical dilemmas. |
| **Program Development** | * Actively participates in team activities. * Performs own roles and responsibilities efficiently to contribute to program objectives. |
| **Learning and Development** | * Identifies own skills and skill needs in consultation with supervisor. |
| **Innovation** | * Uses technology and software applications effectively in accordance with task requirements. * Identifies opportunities to do things better, develops ideas with others and assists with the implementation of routine changes. |
| **Working in Partnership** | **Change Management** | * Maintains a positive approach to change and adapts to new or different ways of working |
| **Partnerships and Collaboration** | * Builds collaborative relationships with the relevant people at NRCH. |

Key Selection Criteria

**Essential skills & experience**

* 3 to 5 years experience working in the community/AOD/mental health sector
* Demonstrated knowledge of harm reduction
* At least 2 years experience working in a training or health promotion role in a related sector, including developing training content, and understanding participatory training techniques and adult learning principles
* Excellent communication skills and the ability to quickly build strong partnerships and relationships with key stakeholders
* Demonstrated ability to develop and implement effective evaluation of program content and outcomes

**Essential attributes**

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

**Qualifications \ Registration requirements**

* Cert IV in Workplace Training
* Valid Police Check or willingness to undertake
* Working with Children check or willingness to undertake
* Current Victorian Drivers Licence
* Relevant tertiary qualification

Internal Training Requirements

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| --- | --- |
| **Topic** | **Timeframe for completion** |
| Induction Training | 3 months |
| Hand Hygiene | 3 months |

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:

**Kasey Elmore** | AOD Program Manager | kaseye@nrch.com.au I 03 9418 9819