

Position Description

Position Title	Policy and Projects Officer
Division	Medically Supervised Injecting Room
Classification Grade and Level	Management and Administrative Officer Grade 3 (HS3)
Enterprise Agreement / Award	Victorian Stand-Alone Community Health Services (Health & Allied Services, Managers & Administrative Officers) Multiple Enterprise Agreement 2018-2022
Employment Terms	Fixed-term part time until 30 th June 2023
Reports To	Medical Director / Program Manager – Medically Supervised Injecting Room
Ordinary Location	23 Lennox Street, Richmond
Vaccination Status	Current and compliant with the Victorian Health Care

Organisation Profile

North Richmond Community Health (NRCH) is committed to making healthcare more accessible and culturally relevant. It works with community members to support social justice principles which afford all people the right to dignity, respect, and the highest quality of care. With the recent addition of Victoria's first Medically Supervised Injecting Room, NRCH is dedicated to combating stigma and discrimination experienced by people who use drugs, and improving their quality of life.

NRCH 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.

Website Information: www.nrch.com.au

Position Purpose

In 2017, the Victorian Government enacted legislation to establish a trial of Victoria's first Medically Supervised Injecting Room (MSIR) at North Richmond Victoria.

Reporting to the Medical Director, the Policy and Projects Officer is responsible for supporting the leadership, operational management and priorities of the MSIR through high quality reporting, document development and management, and project coordination. The position achieves this by working closely with the Medical Director and being an integrated part of the MSIR team.

This position is responsible for preparing a range of regular data driven reports for submission to relevant entities and stakeholders, coordinating the internal MSIR policy process, participate in the development and maintaining of client databases, and contributing to cutting edge harm reduction projects and program partnerships as directed to support best practice and influence public policy.

Key Responsibilities/Skills

- Ensure any allocated deliverables outlined by the Medical Director are met to a high standard.
- Ensure the quality recording of all processes relevant to role and responsibilities in applicable databases.

- Monitor public policy developments in the harm reduction/supervised injecting sector in Australia and internationally.
- Foster client and staff participation in the operation of the MSIR through consultation activities.
- Remain well informed on current, evidence-based literature relevant to the MSIR's priorities.
- Engage with relevant stakeholders as required to progress the MSIR's priorities.
- Other responsibilities as delegated by the Medical Director.

Policy

- Develop and deliver high-level quality documents as required by the Medical Director and Program Manager MSIR/AOD, including submissions, reports, correspondence, presentations, briefing papers, policy and other documents.
- Coordinate an internal MSIR policy process, including timely document development, consultation, and review, to support operational management and best practice, including participation in relevant NRCH entities where appropriate.
- Manage the process of document development and maintenance, in collaboration with MSIR leadership.
- Keep up to date with developments in the field of harm reduction locally and internationally

Projects

- Lead, coordinate or participate in the delivery of various cutting edge harm reduction projects in the MSIR, including media, quality assurance activities, monitoring and evaluation, and quantitative and qualitative research.
- Support MSIR staff with design, development and delivery of quality improvement and other client projects, e.g. oral health, depot buprenorphine, enhanced opioid agonist treatment support.
- Support the Medical Director/ Program Manager MSIR/AOD with Research Governance of MSIR research activities.
- Conduct an annual client survey to foster client participation, drive best practice in service delivery and facilitate service improvements.
- Conduct an annual staff survey to determine staff engagement, drive best practice in service delivery and facilitate service improvements.
- Seek funding opportunities for MSIR projects
- Support MSIR staff with design, development and delivery of quality improvement and other client projects,
- Prepare, research and analyse grant applications, reports, submissions, correspondence, briefing papers and strategy for audiences including the Executive team, relevant external bodies, Government departments and agencies
- Support the Medical Director to develop and maintain relationships with key stakeholders, including by maintaining a stakeholder database.

Reporting

- Support data driven activities to meet the MSIR's priorities, including extraction, presentation, reporting, and interpretation.
- Contribute to MSIR database development and maintenance, including improvements as necessary, to support data requirements.
- Support staff with quantitative data entry, including training, to maximise data integrity and validity

- Prepare reports, conference presentations and peer review articles for publication.
- Support the formal external evaluation of the MSIR through timely data provision.
- Provision of relevant data to the Medical Director as requested.

Key Capabilities

Communication:

- The ability to present information clearly and persuasively and seek out the ideas and views of others.
- The capacity to communicate appropriately in a variety of settings, while being consistently professional, concise and engaging.
- The ability to present well-constructed written communication.

Decision making:

- The ability to coordinate information from a variety of sources; identify, define, and analyse operational problems and situations and anticipate potential roadblocks.
- Solutions focussed approach to problem solving.

Leadership:

- The ability to inspire and guide individuals including the meaningful link between NRCH's Strategic plan and the individual's role in day to day operations.
- The ability to build capacity within the team s to develop and strengthen specific knowledge and skills needed to provide quality client care and promote self-responsibility for learning.

Teamwork:

- The ability to collaborate with colleagues to seek solutions that are beneficial to all groups as well as forge successful teams among individuals with diverse perspectives and skills.

Action Management:

- Ensure the timely delivery of initiatives, prioritise issues and organize activities to optimize outcomes.

Interpersonal Relations:

- Understand the importance of fostering positive relationships with co-workers and relevant external organizations.
- Treat all stakeholders with dignity, respect and fairness. Strive to alleviate any negative impact of decisions on people.
- Deal with differences of opinion fairly before they escalate into conflict and seek common ground among individuals when opinions differ.

Client Focus:

- The ability to identify and respond to the needs of the community.
- An understanding of the social model of health, clients' rights and responsibilities, health promotion and community participation concepts and the ability to integrate these concepts into action within the Program.
- Actively implements and seeks client feedback in line with organisational Client Feedback policy.
- Engages consumers in planning, design, delivery and measurement and evaluation of systems and services.

Personal:

- At all times, maintain a standard of conduct, reflective of the NRCH Code of Conduct, and those of relevant professional codes.
- Set annual goals for themselves in conjunction with the General Manager and participates in their own annual Performance Management.
- Maintain an effective personal professional development plan.

Qualifications

Desirable	<ul style="list-style-type: none"> • Relevant tertiary qualifications in public health, social and health sciences, and/or related disciplines
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Experience

Essential	<ul style="list-style-type: none"> • Demonstrated conceptual and analytical skills in developing policy and advocacy documents • Experience in designing and conducting research projects, including preparing funding submissions, developing research protocols, facilitating HREC approval, developing study documentation, conducting research interviews, analysing data and report/journal article writing • Knowledge of policy, legislative and political processes as they relate to the harm reduction sector
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Essential attributes	<ul style="list-style-type: none"> • Well-developed engagement and consultation skills including the ability to identify and liaise with a wide range of internal and external stakeholders • Demonstrated excellence in written and verbal communication skills. • Excellent time management and organisational skills. Ability to prioritise workflow • Ability to work effectively in a team environment as well as autonomously • Self-motivated, flexible, collaborative and committed to team work, with the ability to prioritise and manage deadlines in a dynamic and busy environment • Experience in working in harm reduction
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Appointment is subject to:

- Successful National Police Check
- Evidence of current Working with Children check

Physical Demands of the role:

- Sitting for long periods of time
- Frequent walking and moving through stairs in the building
- Ability to work in Moderate Stress;
- Ability to adapt to change in the work place;
- Working with clients who are distressed / Uncooperative / Unpredictable.

Internal Training Requirements

Topic	Timeframe for completion
NRCH Code of Conduct	3 months
Bullying and Harassment for Leaders	3 months
Cultural Competency	3 months
Hand Hygiene	3 months
Child Safety	3 months
Social Media	3 months
Cybersecurity	3 months
Occupational Health and Safety	3 months
Conflict Negotiation	3 months
Aboriginal Cultural Safety	3 months

All NRCH appointments must:

- 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.
- Create and provide 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.
- 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.
- 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.
- Present for work on time, and follow notification guidelines when ill or late for work or applying for leave.
- Be 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.
- Participate in annual performance reviews where 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.
- Participate in NRCH Accreditation processes as required;

- Work in the guidelines of the NRCH smoke-free environment, including within vehicles.
- Be willing to perform other duties as directed, in accordance with training, skills and experience.

Further Information

For enquiries relating to this position, contact Human Resources on workforus@nrch.com.au.

I understand and have read the above Position Requirements and hereby declare that I am:

1. *suitably qualified and experienced to undertake the duties described herein; and*
2. *physically able to undertake the duties herein described without modification.*

SIGNATURE

EMPLOYEE NAME:

____/____/_____
DATE:

Job Demands Checklist

North Richmond Community Health endeavors to provide a safe working environment for all staff. The table below describes the demands and risk factors associated with this job. Applicants must review this information to ensure they can comply with these requirements. Successful applicants will be required to sign the acknowledgment at the end of the position description to confirm their ability to perform the job demands of this position.

Frequency definitions:	
I = Infrequent	Activity may be required very infrequently
O = Occasional	Activity required occasionally, not necessarily all shifts
F = Frequent	Activity required most shifts, up to 50% of the time
C = Constant	Activity that exists for the majority of each shift and may involve repetitive movement for prolonged periods
N/A = Not Applicable	Activity not performed

Aspects of Normal Workplace		Frequency				
Demands	Description	I	O	F	C	N/A
Physical Demands						
Sitting	Remain seated to perform tasks				x	
Standing	Remain standing to perform tasks				x	
Walking	Periods of walking required to perform tasks				x	
Bending	Forward bending from waist to perform tasks		x			
Kneeling	Remaining in a kneeling position to perform tasks	x				
Lifting/Carrying	Light lifting and carrying		x			
	Moderate lifting and carrying		x			
	Assisted lifting (mechanical, equipment, person assist)	x				
Climbing, Working at Heights	Ascending and descending ladders, steps, scaffolding					x
Pushing/ Pulling	Moving objects e.g. trolleys, beds, wheelchairs	x				
Reaching	Arms fully extended forward or raised above shoulder	x				
Crouching	Adopting a crouching posture to perform tasks					x
Foot Movement	Use of leg and/or foot to operate machinery					x
Head Postures	Holding head in a position other than neutral (facing forward)	x				
Fingers/Hand/ Arm Movement	Repetitive movements of fingers, hands and arms e.g. computer keyboarding				x	
Grasping/Fine Manipulation	Gripping, holding, clasping with fingers or hands	x				
Driving	Operating a motor vehicle e.g. Use of hospital cars, deliveries, visiting clients, tractor, ride on mower, forklift, bus etc.		x			
Using role specific tools/equipment	Floor Polishing Machines, Floor Scrubbing Machines and Vacuums					x

Aspects of Normal Workplace		Frequency				
Demands	Description	I	O	F	C	N/A
Psychosocial Demands						
Distressed People	Highly emotional people crying, upset, unhappy, depressed. Eg. Emergency or grief situations			x		
Aggressive/ Unpredictable People	Raised voices, yelling, swearing, arguing. Eg. Drug/alcohol, dementia, mental illness			x		
Exposure to Distressing Situations	Eg. Child abuse, delivering bad news, viewing extreme injuries, viewing deceased		x			
Environmental Demands						
Security Concerns	Concerns about safety and security of self, accessing and leaving work, performing duties		x			
Noise	Environmental/background noise necessitates people raising their voice to be heard		x			
Confined Spaces	An enclosed or partially enclosed space that is not designed or intended primarily to be occupied by a person					x
Biological Hazards	Eg. Exposure to body fluids, bacteria, infection diseases requiring PPE	x				