

# Position Description

Position Summary	
<b>Position Title</b>	Needle Syringe Program Worker (casual)
<b>Program</b>	Alcohol and Other Drugs
<b>Enterprise Agreement / Award</b>	Community Health Centre (Stand Alone Services) Social and Community Service Employees Multi Enterprise Agreement 2022
<b>Classification</b>	SACS Level 3
<b>Reports To</b>	AOD Team Leader
<b>Accountable To</b>	Executive Program Manager AOD/MSIR
<b>Ordinary Location</b>	23 Lennox Street, Richmond, VIC
<b>Immunisation Requirements</b>	Category A

Organisation Profile
<p><b>North Richmond Community Health (NRCH)</b> 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.</p> <p>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.</p> <p>Website Information: <a href="http://www.nrch.com.au">www.nrch.com.au</a></p>
Program Description
<p>The <b>AOD program</b> operates within a harm minimisation policy framework and employs harm reduction strategies to reduce the risks of illicit drug use and harmful alcohol use among individuals, the drug using community and the broader North Richmond community. The AOD program comprises a team of multi-disciplinary practitioners who engage with clients, provide brief interventions, deliver Needle Syringe Program (NSP) and health promotion activities on safer drug use, safer sex, and other relevant AOD and harm reduction information. The AOD program also assists individuals, where appropriate and on request, to access treatment and other health and social services within the broader AOD service system. The AOD program supports people to access with Victoria's first medically supervised injecting room (MSIR), as a co-located service.</p>
Position Purpose
<p>The Victorian NSP is a public health initiative that aims to minimise the spread of blood borne viruses such as HIV and hepatitis C among people who inject drugs and the wider community. At NRCH, the role of the NSP Worker is to provide sterile injecting equipment to people who inject drugs accessing the NSP including needles/syringes, swabs and sharps containers with information, education and advice on safer injecting drug use, safer sex, and appropriate disposal of used equipment. As part of a team, the NSP Worker engages and works with people who inject drugs to reduce the harms that may be associated with drug use and improve their health and well-being, operating in accordance with contemporary practice.</p> <p>The position will contribute to the achievements of the organisation's strategic directions.</p>

## Key Responsibilities

### Needle Syringe Program

- Provide a range of services to clients within the scope of the NSP Worker role.
- Provide the full range of sterile injecting equipment including needles/syringes (NS) 27g, 25g, 23g etc., barrels, swabs/prep-pads, sharps containers, condoms and lube in conjunction with resources and information on HIV and hepatitis B & C prevention, including blood borne virus treatment options, information and materials on safer sex and appropriate/safe disposal of used equipment.
- Using harm reduction principles and practice, provide information and referral on general health and wellbeing, HIV and hepatitis B and C prevention and treatment, overdose prevention, take-home naloxone, and drug treatment options etc.
- Liaise and work collaboratively with other NRCH and MSIR services for clients including MSIR Consulting Services and Care Coordination.
- Provide information and supported referrals to a range of other health, social, legal, housing and drug treatment services as appropriate.
- Participate in retrieval of inappropriately discarded equipment and monitor the area around NRCH for discarded equipment as directed.
- While working with colocated services, provide reception services for clients accessing other services.
- Maintain appropriate records or notes and ensure that all reporting requirements are met, including entering NSP contact data into the Victorian NSP Portal.
- Ensure that the NSP is adequately stocked, including the ordering and preparation of NSP equipment/consumables, and ensuring that the storage room is maintained in an organised and tidy manner.
- Contribute to the NSP team and AOD Program through a range of activities including team meetings, contribution to new service initiatives as well as provide supervision and on-the-job training to new staff in the NSP role.
- Maintain your own professional development and ensure that you are providing NSP services in accordance with current best AOD practice standards.
- Identify any education, training or other resources required for service improvement or professional development of staff in the NSP role.
- Contribute to continuous quality improvement processes and carry out other duties as requested.

## KEY SELECTION CRITERIA

### Qualifications

Essential	<ul style="list-style-type: none"> <li>• Maintain up to date CPR and/or First Aid training</li> <li>• Minimum Cert IV AOD/4 Core Competencies or willingness to undertake or other community development/harm reduction/public health related qualification</li> </ul>
Desired	<ul style="list-style-type: none"> <li>• A certificate, diploma or degree in Welfare, Community Development, Social Work, Community Services</li> </ul>

Experience	
Essential	<ul style="list-style-type: none"> <li>• Demonstrated understanding of harm minimisation policy, in particular, harm reduction principles and practice in relation to injecting drug use and health</li> <li>• Demonstrated understanding and knowledge of the range of issues that impact people who inject drugs and relevant support strategies</li> <li>• Understanding of co-occurring drug use and mental health and harm reduction in the context of illicit &amp; other drugs and risks associated with the use of these.</li> </ul>
Desired	<ul style="list-style-type: none"> <li>• Demonstrated experience working with marginalised people who inject drugs in health and/or community settings</li> <li>• Demonstrated understanding and application of trauma informed care</li> </ul>
Attributes, Qualities and Skills	
Essential	<ul style="list-style-type: none"> <li>• Knowledge of local agencies and services relevant to the client group.</li> <li>• Excellent interpersonal skills, including strong boundaries, conflict resolution and negotiation, and the ability to communicate effectively with people from diverse cultural and social backgrounds.</li> <li>• Ability to multi task, prioritise effectively and achieve quality outcomes in a busy, client focused environment.</li> <li>• Ability to work as part of a team as well as independently with minimal supervision.</li> </ul>
Desired	<ul style="list-style-type: none"> <li>• Computer skills including the use of MS Office based systems and other external databases</li> </ul>

### Required Competencies, Core Values and Behaviours

#### 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.

#### Problem solving:

- 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.

**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.
- Actively participates in team activities.
- Performs own roles and responsibilities efficiently to contribute to the program and organisation's objectives
- Seeks feedback to ensure work is consistent with expectations.
- Identifies opportunities to do things better, develops ideas with others and assists with the implementation of routine changes.

**Interpersonal Relations:**

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

**Community Focus:**

- Is sensitive to communities' heritage, traditions and identity.
- Develops the knowledge and skills needed to provide quality client care.
- Maintains basic awareness of current community issues.

**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 line manager and participates in their own annual Performance Management.
- Maintain an effective personal professional development plan.

**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.
- Behave in a manner consistent with organisation's values of Innovation, Embracing Diversity, Equity of Access, Organisational Learning, Respect for Others, Openness and Connectedness with our Community
- 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 [workforus@nrch.com.au](mailto:workforus@nrch.com.au)

**Job Demands Checklist**

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

Aspects of Normal Workplace		Frequency				
Demands	Description	I	O	F	C	N/A
<b>Physical Demands</b>						
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			

Aspects of Normal Workplace		Frequency				
Demands	Description	I	O	F	C	N/A
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
<b>Psychosocial Demands</b>						
Distressed People	Highly emotional people crying, upset, unhappy, depressed. E.g. Emergency or grief situations			x		
Aggressive/ Unpredictable People	Raised voices, yelling, swearing, arguing. E.g. Drug/alcohol, dementia, mental illness			x		
Exposure to Distressing Situations	E.g. Child abuse, delivering bad news, viewing extreme injuries, viewing deceased		x			
<b>Environmental Demands</b>						
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			

Aspects of Normal Workplace		Frequency				
Demands	Description	I	O	F	C	N/A
Confined Spaces	An enclosed or partially enclosed space that is not designed or intended primarily to be occupied by a person					x
Biological Hazards	E.g. Exposure to body fluids, bacteria, infection diseases requiring PPE	x				

## Mandatory Employment Requirements

- **Police Checks:** It is a requirement of the role that the incumbent provide a satisfactory National Criminal History Check prior to employment, as well as periodic checks every three years as outlined in the NRCH Recruitment, Selection and Induction Protocol available on the intranet, as well as the Victorian Government Safety Screening Policy for funded organisations. International Police Checks will be required where the incumbent has lived overseas within the past 10 years.
- **Mandatory Immunisation:** North Richmond Community Health is required to manage the risk of transmission of vaccine preventable diseases as legislated by Health Services Amendment (Mandatory Vaccination of Healthcare Workers) Bill 2020 (Vic). Consistent with this, all staff are required to demonstrate evidence of mandatory immunisations/vaccinations prior to commencement of employment, as well as participation in on-going required immunisation programs. Immunisation requirements are determined by the risk Category an employees' position falls under, and are detailed in the NRCH Staff Immunisation Program Procedure document available on the intranet.
- **Working with Children Check:** Employees who are engaged in child-related work (and aren't otherwise exempt under the *Worker Screening Act 2020*) are required to provide a satisfactory Working with Children Check prior to employment, as well as periodic checks every five years' as mandated.

**I understand and have read the above Position Requirements and hereby declare that I am: Suitably qualified and experienced to undertake these duties described herein; and physically able to undertake the duties herein described without modification.**

**SIGNATURE:** \_\_\_\_\_ **DATE:** \_\_\_\_\_

**EMPLOYEE NAME:** \_\_\_\_\_