

## Position Description

Name		Date	<i>June 2021</i>
Position Title	<b>Care and Recovery Reunification Worker</b>		
Department	<b>Alcohol and Other Drugs (AOD)</b>		
EBA / Award	Social and Community Services (SACS)		
Classification	Employee Level 5 (Pay Point pending experience) Permanent Full Time 0.8 EFT Ongoing Initial 3-month probationary review		
Primary Site	Wangaratta With the occasional travel to other sites required		
Reporting to	Team Leader AOD		
Direct Reports	Nil		
Budgetary Responsibilities	Nil		
Liaises with Internally	<p>GH staff, including Quality, Risk/Compliance and People Working Well roles</p> <ul style="list-style-type: none"> <li>• AOD Team Members</li> <li>• Gateway Health staff members, including Quality and Risk/Compliance roles, Medical Practice and headspace</li> </ul>		
Liaises with Externally	<p>This position may be expected to liaise with, though not limited to the following;</p> <ul style="list-style-type: none"> <li>• Department of Health and Department of Fairness, Families and Housing</li> <li>• Child, Youth and Family agencies and support services in the Hume region</li> <li>• Community service organisations.</li> <li>• Health services</li> <li>• Other Not for Profit Organisations.</li> <li>• ACSO Intake and Assessment Service</li> <li>• Self-Help and Family support groups.</li> </ul>		
Program Information	<p>The AOD Program is funded by the Department of Health and Murray Primary Health Network and aims to make it as easy as possible for a person and their family to get the help they need with an alcohol and/other drug concerns.</p> <p>The model of care used in this Program is underpinned by the Victorian DHS AOD Treatment Principles, the principles have as their foundation a philosophy of harm reduction and recovery orientation.</p> <p>This program objectives are:</p> <ul style="list-style-type: none"> <li>• Ensure capability and capacity to deliver a sustainable high quality services</li> <li>• Provide guiding principles that aim to achieve the best possible health outcomes for people who use AOD services at Gateway Health</li> <li>• Provide a model for AOD staff that supports best practice and informs expectations for the treatment/management of people with substance use concerns</li> <li>• Monitor new developments in AOD treatments to be informed by evidence and guided by models of good practice.</li> </ul>		

	<ul style="list-style-type: none"> <li>• Ensure services are underpinned by the Victorian AOD Treatment Principles.</li> <li>• Enhanced service development, evaluation and review.</li> </ul>
<b>Purpose of the role</b>	<p>The purpose of this position is to reduce AOD related harms to individuals and their families by conducting assessments and providing a range of care and recovery interventions to assist parents who are required to comply with AOD treatment conditions as part of their child's family reunification order.</p> <p>The role is part of the AOD program area which currently comprises of approximately 24 staff, with a number of new positions and projects funded and in development. It is a vibrant team with a strong commitment to achieving the best outcomes for and with clients and their families.</p>

<p><b>About Gateway Health</b></p>	<p>Gateway Health is a not-for-profit Company limited by guarantee and a registered Community Health Service under the Health Services Act 1988 (Vic).</p> <p><b>Vision:</b> People Living Well</p> <p><b>Our Purpose:</b> To provide care and services that connect the community and strengthened individual and population health and wellbeing</p> <p><b>Our Values:</b> Values reflect the way we interact, connect and work with every client, with partners, with volunteers and with one another. Principles shape the way we plan and design our services and business systems. Together they underpin organisational culture, strategy and the way we deliver our services. We CARE – We ACHIEVE – We LEARN – We WORK TOGETHER – We INNOVATE</p> <p><b>Our Principles:</b></p> <p><i>We <b>advocate for</b> fair and equitable access to health care and wellbeing services for all.</i></p> <p><i>We <b>respect</b> the strength of individuals and the community, and their capacity to recover from adversity.</i></p> <p><i>We <b>recognize</b> the importance of adaptability and responsiveness to enable us to deliver on our commitment to the community.</i></p> <p><i>We <b>actively listen</b> and work alongside the community and each other to design and deliver better solutions.</i></p> <p><i>We <b>believe</b> a learning culture is critical to enhancing the wellbeing of staff, clients and the community.</i></p> <p><i>We <b>contribute to creation of</b> a connected and integrated health and community care system to achieve the best outcomes for our clients and community.</i></p> <p>Gateway Health strives for an achievement culture that encourages innovation and initiative. We build and foster strengths-based programs that focus on support and recovery. Our staff are our greatest asset.</p> <p>The organisation employs over 380 staff providing a range of primary health and welfare services across the Ovens Murray region in North East Victoria and parts of Southern New South Wales. Gateway Health serves all people, and is committed to improving individual and population health outcomes. We will do this by providing health care and support to individuals and communities in times of need, and by actively working with our partners to address the social and environmental determinants of health. They are delivered through a mix of centre-based services in Wodonga, Wangaratta and Myrtleford, and outreach services to rural communities across the region.</p> <p>Gateway Health is committed to creating a workforce that reflects the communities we serve. We believe that a workforce that recognises and celebrates diversity will best meet the health and well-being needs of all people we serve including Aboriginal and Torres Strait Islander peoples; people with a disability; lesbian, gay, bisexual, transgender and gender diverse people; inter sex people; people experiencing health inequalities; and culturally and linguistically diverse people.</p> <p><b>Review of Position Descriptions:</b> This position description will be reviewed annually (July each year), during annual appraisals, when the position becomes vacant or as deemed necessary.</p>
<p><b>Code of Conduct</b></p>	<p>Employees are expected to, at all times:</p> <ul style="list-style-type: none"> <li>• Adhere to the Gateway Health Code of Conduct including the Child Safe Procedures</li> <li>• Maintain a high professional standard and work with integrity</li> <li>• Develop collaborative working relationships</li> <li>• Communicate with respect and tolerance</li> <li>• Maintain a client focus</li> <li>• Adopt a Continuous Improvement approach</li> <li>• Work within legislative and compliance framework.</li> </ul>

## Key Responsibilities and Accountabilities

### Role Specific

- Undertake a range of care coordination activities with people with AOD issues and complex needs, including identification of needs across a range of domains; referral to appropriate service providers for specialist assessment and/or treatment; coordination of appointments, tests, etc; referral to housing/educational/vocational/legal/community services as needed; advocacy and support; and provision of information and referral for family members.
- Undertake comprehensive AOD assessments and develop Individual Treatment Plans with clients as required.
- Provide a range of targeted therapeutic interventions, including brief interventions and single session therapy to young people and/or adults who are experiencing problematic alcohol and/or other drug use.
- Transportation of clients and/or their family as required.
- Work collaboratively with other services using a 'shared care' approach, including residential detox or rehabilitation services, and support clients to access and successfully engage with these services.
- In conjunction with the Team Leader and other colleagues; work effectively with a range of other health and welfare services to develop or strengthen referral pathways into the AOD services and improve care planning systems to support better outcomes for clients.
- To participate in ongoing planning, monitoring, evaluation and continuous improvement, of the service and to identify future funding opportunities.
- Follow the MARAM framework in alignment with AOD practices.
- Role model high standards of professional practice and conduct in client service delivery, working in partnership with colleagues and agencies.
- Ensure funding and Service Agreement Targets are met to ensure Clients are exited from the program appropriately and timely.
- Provide evidence-based practice in line with professional and funding requirements
- Complete high-quality clinical notes within agreed time frames and in accordance with GH and relevant professional body policies and procedures.
- To provide accurate and timely data and reports according to the requirements of the funding body.
- Participation in regular performance reviews and appraisals
- Competently use all relevant organisational databases – including but not limited to VHIMS, RelainSys, clinical software, financial software
- Active participation in Professional Development
- Active participation in specific clinical supervision
- Completion of Mandatory training

### Financial Management

- NIL Requirements

### People

- Develop and maintain professional relationships with internal and external stakeholders.
- Contribute to productive and positive team meetings.
- Willingness to engage in a flexible work model that may require significant out of hours work and travel.
- Positively contribute to the culture and spirit of the AOD team, work environment and to GH.
- Your behaviour is congruent with organisational values, behaviours and goals
- Contribute to the development of procedures and systems within this program
- Positively embrace and adopt change as it occurs.

### Technical Skills / Industry Knowledge

- Comply with minimal funding requirements
- Complete annual renewal of registration to practice (as required).

### Generic Organisational Responsibilities

- As outlined in the Code of Conduct ensure all interactions are undertaken in accordance with the behaviours set
- Maintain privacy and confidentiality at all times
- Ensure an understanding of individual responsibility for safety, quality and risk and adhere to all relevant legislation, regulations and organisational policies, procedures and guidelines.
- Working within the Risk Management Framework, identify, report and manage risks and ensure actions are taken to prevent and minimise harm to yourself, your colleagues, consumers, members of the public and the organisation.
- Actively contribute to quality assurance initiatives and other program activities to meet all relevant benchmarking and accreditation standards.
- Contribute to organisational quality activities to ensure continual review and improvement.
- Contribute to a safe and welcoming workplace at all times.
- Develop and maintain a personal care plan and attendance in the Gateway Health Clinical Supervision or Line Management Meetings
- Protect the rights, safety and wellbeing of children and provide a child safe environment.
- To continually develop both personally and professional to meet the changing needs of your position, career and organisation.

### **Inherent Requirements**

Gateway Health has a duty of care to all staff. The purpose of this section is to ensure that you fully understand and are able to perform the inherent requirements of the position (with reasonable adjustments if required) and that you are not placed in an environment or given tasks that would result in risks to your safety or the safety of others.

The position may require the following tasks among other things:

- Manual handling (pushing, pulling, lifting, holding, carrying)
- Sitting, standing, bending, reaching
- Computer work, data entry
- Operating equipment
- Use of personal protective equipment
- General waste handling
- Driving motor vehicles
- Dealing with anxious or upset staff, consumers or members of the public
- Work at and travel to other locations will be required

### Key Selection Criteria

*Applicants MUST address the Selection Criteria below when completing an employment application*

#### **Essential**

1. Ability to behave in accordance to the Gateway Health Values of *We Care, We work together, We achieve, We learn, We innovate.*
2. Tertiary qualifications in a relevant field such as health, education, social science, community development, health promotion or extensive experience in the health, welfare or family fields.
3. Certificate IV in AOD or have completed the core competencies (or able to complete within the first 24 months of employment).
4. Forensic AOD accreditation (as required by DHHS, Victoria), or the eligibility/willingness to obtain same.
5. Demonstrated experience in a range of assessment, counselling and support approaches, brief interventions and other strategies suitable for use with individuals impacted by AOD use.
6. Experience in case management and/or care coordination roles, and an understanding of consumer-directed and/or client-centred models of care.
7. Demonstrated ability to engage and form therapeutic relationships with people from diverse ages and backgrounds in a variety of settings. Demonstrated knowledge of and or experience in the AOD and/or family/child protection service system.
8. Demonstrated ability in IT systems including Microsoft Office (Outlook, Word/typing skills) and client information management systems.
9. An understanding of issues relevant to people with co-occurring mental illness and substance use problems, and knowledge of or experience in working with high risk, marginalised or difficult to engage young people and adults.
10. Well-developed communication skills with the capability to prepare reports and correspondence in clear information in a manner appropriate to the purpose and audience.

#### **Mandatory Requirements**

11. Current Australian Drivers Licence or accepted International Drivers licence
12. Confirmation of your right to work in Australia, Satisfactory National/International Police, National Disability Inclusion Scheme Worker Check and Victorian Working with Children Checks must be provided prior to commencement.

#### **Desirable**

13. Minimum 2 years' experience within the AOD sector or with people experiencing AOD issues, or with people with complex needs including AOD issues.
14. Understanding of the principles of harm reduction.
15. Effective organisational and time management skills.

**\*Appendix A**

**AOD Competencies**

Ongoing training requirements and the attainment of AOD competencies relevant to the position will be determined with the manager. Where determined as necessary to the role, GH will invest in the person's professional development.

The essential competencies are:

- CHCAOD001 - Work in the AOD sector
- CHCAOD004 - Assess needs of clients with AOD issues
- CHCAOD006 - Provide interventions for people with AOD issues
- CHCAOD009- Develop and review individual AOD treatment plans

I acknowledge:

- That I will recognise and celebrate diversity, and will best meet the health and well-being needs of all people we serve including Aboriginal and Torres Strait Islander peoples; people with a disability; lesbian, gay, bisexual, transgender and gender diverse people; inter sex people; people experiencing health inequalities; and culturally and linguistically diverse people.
- That I will observe child safe principles and expectations for appropriate behaviour toward and in the company of children.
- That Gateway Health is an equal opportunity employer and has a smoke free workplace policy.
- That Gateway Health has a zero tolerance of child abuse and family violence, all allegations and safety concerns will be treated very seriously. For more information refer to Gateways Health's Child Safety Standards procedure and family Violence Policy.
- That I have read and fully understand the Position Description and Inherent Requirements of the position
- I agree that I have the physical and psychological ability to fulfil the inherent requirements of the position, and accept my role in fulfilling the responsibilities, activities, duties and generic position requirements.
- I understand that the information provided is a general outline and may not encompass every aspect of the position. This is not intended to be an exhaustive list of all responsibilities, duties and skills required.
- Gateway Health may alter the duties of this position description if and when the need arises. Any such changes will be made in consultation with the affected staff member(s).
- I understand that this is separate to the Employment Agreement that I will sign, outlining the terms and conditions of my employment.

**Accepted by**  
(print name): \_\_\_\_\_

**Employee Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_