

Position Description			
Name		Date	<i>July, 2021</i>
Position Title	Care and Recovery Worker		
Department	Alcohol and Other Drugs (AOD)		
EBA / Award	Social and Community Service Employees Multi-Enterprise Agreement 2017		
Classification	Community Development Worker L5 76 hours per fortnight, 1.0 EFT Ongoing Initial 6-month probationary review and then annual performance appraisal.		
Primary Site	Wodonga With the occasional travel to other sites as required		
Reporting to	Team Leader AOD		
Direct Reports	Nil		
Budgetary Responsibilities	Nil		
Liaises with Internally	<ul style="list-style-type: none"> • GH staff, including Quality, Risk/Compliance and People & Culture roles • Gateway Health staff, including AOD team members 		
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"> • Department of Health • Local Government staff and representatives. • Community service organisations. • Other Not for Profit Organisations. • Health services, referring agencies and other key service providers • ACSO Intake • Department of Justice, Child Protection, other Government Departments • Self-help and family support groups 		
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 minimisation and recovery orientation.</p> <p>This program objectives are:</p> <ul style="list-style-type: none"> • Ensure capability and capacity to deliver a sustainable high-quality service • Provide guiding principles that aim to achieve the best possible health outcomes for people who use AOD services at Gateway Health • Provide a model for AOD staff that supports best practice and informs expectations for the treatment/management of people with substance use concerns • Monitor new developments in AOD treatments to be informed by evidence and guided by models of good practice. 		

	<ul style="list-style-type: none">• Ensure services are underpinned by the Victorian AOD Treatment Principles.• Enhanced service development, evaluation and review.
Purpose of the role	<p>This role will enhance our service provision capacity by offering high quality, evidence-based care and recovery support to clients with AOD issues and complex needs. The role will work across both our sites in Wangaratta and Wodonga, as well as provide outreach services to regional areas as required. This role will work closely with other staff in the AOD team to provide a flexible, responsive service to achieve the best possible outcomes for clients.</p>

<p>About Gateway Health</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>Vision: People Living Well</p> <p>Our Purpose: To provide care and services that connect the community and strengthen individual and population health and wellbeing</p> <p>Our Values: 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.</p> <p>We CARE – We ACHIEVE – We LEARN – We WORK TOGETHER – We INNOVATE</p> <p>Our Principles:</p> <p><i>We advocate for fair and equitable access to health care and wellbeing services for all.</i></p> <p><i>We respect the strength of individuals and the community, and their capacity to recover from adversity.</i></p> <p><i>We recognize the importance of adaptability and responsiveness to enable us to deliver on our commitment to the community.</i></p> <p><i>We actively listen and work alongside the community and each other to design and deliver better solutions.</i></p> <p><i>We believe a learning culture is critical to enhancing the wellbeing of staff, clients and the community.</i></p> <p><i>We contribute to creation of 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 & initiative. We build & foster strengths-based programs that focus on support & 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>Review of Position Descriptions: This position description will be reviewed annually (July each year), during annual appraisals, when the position becomes vacant or as deemed necessary.</p>
<p>Code of Conduct</p>	<p>Employees are expected to, at all times:</p> <ul style="list-style-type: none"> • Adhere to the Gateway Health Code of Conduct including the Child Safe Procedures • Maintain a high professional standard and work with integrity • Develop collaborative working relationships • Communicate with respect and tolerance • Maintain a client focus • Adopt a Continuous Improvement approach • Work within legislative and compliance framework.

Key Responsibilities & Accountabilities

Role Specific

- Role model high standards of professional practice and conduct in client service delivery, working in partnership with colleagues and agencies.
- Complete all program specific administrative tasks within the required time frames.
- All data is entered onto designated service databases, including excel spreadsheets.
- Timely and accurate commencement and maintenance of client records, financial and statistical data and any other information per organisational policy.
- Funding and Service Agreement Targets are met to ensure Clients are exited from the program appropriately and timely.
- Active participation in Professional Development
- Active participation in specific clinical supervision and operational supervision
- Completion of Mandatory training
- Participation in regular performance reviews and appraisals
- Complete high-quality clinical notes within agreed time frames and in accordance with GH and relevant professional body policies and procedures.
- Databases are kept up to date at all times
- Provide evidence-based practice in line with professional and funding requirements
- Comply with minimal funding requirements
- Competently use all relevant organisational databases – including but not limited to VHIMS, RelainSys, clinical software, financial software,

Financial Management

- Not applicable

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 Alcohol and Other Drugs (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 / Knowledge / Experience

- Complete annual renewal of registration to practice (as required).
- 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 assessment and develop Individual Treatment Plans with clients as required
- Provide a range of support to clients, including provision of information; implementing a range of therapeutic interventions (including brief interventions) as appropriate; assistance with accessing emergency housing, food or other crisis support; and support with legal proceedings as required
- 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 service and improve care coordination systems to support better outcomes for clients
- Facilitate group programs, in conjunction with colleagues, using evidence based therapeutic and/or recovery-oriented strategies for clients and/or their families, 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
- Work within the risk Management framework by identifying and responding to existing and emerging risk in a proactive manner to minimise the impact of risk to clients, yourself, others and the organisation.
- Ensure an understanding of individual responsibility for consumer safety, quality and risk and adhere to the relevant policies, procedures and guidelines.
- Identify, report and manage risks and ensure actions are taken to prevent and minimise harm to yourself, your colleagues and members of the public.
- Actively contribute to quality improvement initiatives and other program activities to meet the standards set by the Quality Improvement Council.
- Contribute to organisational quality and safety initiatives
- Comply with requirements of the Service Standards applicable to service delivery and all other relevant standards, regulations and legislative requirements
- 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.

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 health, welfare, behavioural or social sciences, or extensive experience in the substance use, mental health, health, welfare or youth fields.
3. Registration with Professional Regulatory Body or relevant Professional Association (if applicable).
4. Demonstrated experience in case management and/or care coordination roles, and an understanding of consumer-directed and/or client-centred models of care.
5. Demonstrated ability in IT systems including Microsoft Office (Outlook, Word/typing skills) and client management systems.
6. 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

7. Current Australian Drivers Licence or accepted International Drivers licence
8. 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.
9. Certificate IV in AOD or have completed the AOD Skill set for Health Professionals (or able to complete within the first 12 months of employment).

Desirable

10. Demonstrated ability to engage and form therapeutic relationships with people from diverse ages and backgrounds in a variety of settings
11. Demonstrated ability to work collaboratively with other agencies, including initiating, leading and participating in care coordination processes using a client-centred approach
12. Commitment to working within a recovery-oriented framework and having an evidence-based approach and a commitment to client self-determination.
13. Understanding of the principles of harm minimisation.

14. Excellent time management and organisational skills, with proven ability to prioritise, work independently and as part of a team, and seek support and assistance when required.

***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: _____

Employee Signature: _____ **Date:** _____

Print Name: _____

Performance Monitoring	
An initial review of performance will be undertaken within six (6) months and then formally reviewed every 12 months based upon this position description.	
Last Appraisal Date	
Next Appraisal Date	

ANNEX 2

Inherent Requirements
<p>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.</p> <p>The position may require the following tasks among other things:</p> <ul style="list-style-type: none"> • 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