

Position Description			
Name		Date	<i>July 2021</i>
Position Title	<b>Alcohol and Other Drugs Pharmacotherapy Regional Outreach Nurse</b>		
Department	<b>Alcohol and Other Drugs (AOD)</b>		
EBA / Award	Nurses and Midwives (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2016-2020		
Classification	Registered Nurse Grade 4A Community Health 0.6 EFT (Days to be discussed) Ongoing Initial 6-month probationary review and then annual performance appraisal.		
Primary Site	Wangaratta With the occasional travel to other sites required		
Reporting to	Team Leader, Wangaratta		
Direct Reports	Nil		
Budgetary Responsibilities	Nil		
Liaises with Internally	<ul style="list-style-type: none"> <li>• GH Business Services, Quality, Risk/Compliance and People Working Well roles</li> <li>• Gateway Health staff, including AOD team members</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</li> <li>• Local Government staff and representatives.</li> <li>• Community service organisations.</li> <li>• Other Not for Profit Organisations.</li> <li>• Health services, referring agencies and other key service providers</li> <li>• ACSO Intake</li> <li>• Department of Justice, Child Protection, other Government Departments</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 minimisation 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 service</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> </ul>		

	<ul style="list-style-type: none"> <li>• Monitor new developments in AOD treatments to be informed by evidence and guided by models of good practice.</li> <li>• Ensure services are underpinned by the Victorian AOD Treatment Principles.</li> <li>• Enhanced service development, evaluation and review.</li> </ul>
<p><b>Purpose of the role</b></p>	<p>This role provides outreach support to pharmacotherapy providers and clients to obtain the best outcome for the client. The nurse improves client access to pharmacotherapy by supporting GP's to recruit and retain opiate dependent persons in treatment and assist effective withdrawal. The nurse provides assessment, information and support to people using pharmacotherapies, support to prescribers and dispensers of opioid pharmacotherapies and support for families of people undertaking the program.</p> <p>This role will also coordinate the Needle and Syringe Program (NSP) provided by Gateway Health across the Ovens Murray area and provide support to our Multidisciplinary Enhanced Rehabilitation Pharmacotherapy Services (MERPs) program 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>The Pharmacotherapy Nurse will ensure their discipline provides best practice, evidence based care and meeting quality and risk standards.</p>

About Gateway Health

Gateway Health is a not-for-profit Company limited by guarantee and a registered Community Health Service under the Health Services Act 1988 (Vic).

**Vision:** People Living Well

**Our Purpose:** To provide care and services that connect the community and strengthened individual and population health and wellbeing

**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.

We CARE – We ACHIEVE – We LEARN – We WORK TOGETHER – We INNOVATE

**Our Principles:**

- We **advocate for** fair and equitable access to health care and wellbeing services for all.*
- We **respect** the strength of individuals and the community, and their capacity to recover from adversity.*
- We **recognize** the importance of adaptability and responsiveness to enable us to deliver on our commitment to the community.*
- We **actively listen** and work alongside the community and each other to design and deliver better solutions.*
- We **believe** a learning culture is critical to enhancing the wellbeing of staff, clients and the community.*
- We **contribute to creation** of a connected and integrated health and community care system to achieve the best outcomes for our clients and community.*

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.

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.

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.

**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><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>
<p><b>Key Responsibilities and Accountabilities</b></p>	
<p><b>Role Specific</b></p>	
<ul style="list-style-type: none"> <li>• Conduct comprehensive client assessments including alcohol and other drug specific information to determine appropriate intervention.</li> <li>• Develop an Individual Treatment Plan with each client, identifying significant treatment goals and strategies for achieving goals.</li> <li>• Improve client access to, and the effectiveness of, drug substitute pharmacotherapies by supporting and enhancing the role of general practitioners to encourage, recruit and retain opiate dependent persons in treatment and effective treatment completion.</li> <li>• Engage AOD treatment services, GP's and Primary Health (PHNs) in local or sub-regional strategies for enhancing the use of the variety of substitute pharmacotherapies based on the needs of the local community</li> <li>• Operate responsively with regard to medical or technological advances in pharmacotherapy.</li> <li>• Provide outreach service to GP's and pharmacists providing information and advice and facilitating the referral of clients to drug treatment services, including other Gateway Health services as well as residential rehabilitation if appropriate, and support the client to access and successfully transition into other treatment services or programs as required</li> <li>• Improve engagement of GP's and pharmacists in delivering pharmacotherapy for people with opioid dependence.</li> <li>• Support and work collaboratively with the local Pharmacotherapy area-based network.</li> <li>• Use appropriate interventions such as motivational interviewing, cognitive behavioural approaches and relapse prevention strategies to facilitate client engagement and achievement of goals.</li> <li>• Ensure service delivery meets the program targets established with the funding body through the service agreement.</li> <li>• Provide nursing input and support to the Non-residential Withdrawal and MERPs programs at Gateway Health on an infrequent basis, as required</li> <li>• Coordinate the Needle and Syringe Program (NSP) provided by Gateway Health across the Owen's Murray area, ensuring client access to sterile injecting equipment and education, information and health promotion on how to reduce risk of drug-related harm and overdose             <ul style="list-style-type: none"> <li>○ Support the Team Leader and Program Manager in the development, implementation and maintenance of policies, procedures and work practices that support the efficient operation of the NSP.</li> <li>○ Coordinate the system of ordering the NSP equipment</li> <li>○ Support the education of family and friends on how to respond to overdose.</li> </ul> </li> <li>• Practice within relevant professional and ethical standards.</li> <li>• Communicate effectively and professionally with team members, clients, internal and external stakeholders.</li> <li>• With support from your supervisor ability to manage own time and prioritise competing demands.</li> <li>• Participate in any AOD Team/Gateway Health working parties, or external forums as directed by the AOD Team Program Manager</li> <li>• Act as a resource and, where necessary, liaise with health professionals and agencies internal and external to Gateway Health regarding the management of clients of your program</li> <li>• Maintain awareness and understanding of community services available within the Owen's Murray region and how these services work and compliment Gateway Health and client care.</li> <li>• Foster engagement with the community and external health partners.</li> <li>• Provide evidence-based practice in line with professional and funding requirements</li> </ul>	

- Complete high-quality clinical notes within agreed time frames and in accordance with GH and relevant professional body policies and procedures.
- Complete all program specific administrative tasks within the required time frames.
- All data is entered onto designated service databases, including excel spreadsheets.
- Databases are kept up to date at all times
- Timely and accurate commencement and maintenance of client records, financial and statistical data and any other information per organisational policy.
- 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 administration supervision with line management
- Completion of Mandatory training

#### Financial Management

- Nil

#### People

- Develop and maintain professional relationships with internal and external stakeholders.
- Contribute to productive and positive team meetings.
- 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.
- Willingness to engage in a flexible work model that may require significant out of hours work and travel.

#### 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.
- Support the Team Leader and Program Manager in the development, implementation and maintenance of policies, procedures and work practices that support the efficient operation of the program.

### 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. Minimum qualification: Bachelor of Nursing
3. Current registration with the Nursing and Midwifery Board of Australia and AHPRA as a Registered Nurse Division 1.
4. Minimum two years experience working in the Alcohol and Other Drugs (AOD) sector.
5. Forensic AOD accreditation (as required by Dept. Of Health) or the willingness to obtain same.
6. Demonstrated experience in providing a range of nursing interventions and supports to individuals in opioid treatment or experiencing, or at risk of, withdrawal symptoms related to substance use.
7. Demonstrated ability in IT systems including Microsoft Office (Outlook, Word/typing skills) and client management systems.
8. 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

9. Current Australian Drivers Licence or accepted International Drivers licence
10. Confirmation of your right to work in Australia, Satisfactory National/International Police, and Victorian Working with Children Checks must be provided prior to commencement.

#### Desirable

11. Demonstrated experience in a range of counselling and support approaches, brief interventions and other strategies suitable for use with individuals impacted by alcohol and drug use.
12. Demonstrated ability to engage and form therapeutic relationships with people from diverse ages and backgrounds in a variety of settings.
13. Demonstrated ability to work collaboratively with other agencies in: co-ordinating service delivery, providing direct care to clients, and in advocating with and on behalf of clients and their families.
14. Demonstrated skills and experience in conducting assessments with people with substance use issues, and in the development of Treatment/Care Plans in collaboration with clients and families.
15. Commitment to the principles of Primary Health care and client and family focused practice
16. Understanding of the broader factors which impact on the health and wellbeing of clients with substance use issues and/or complex needs

17. Understanding of, and experience in, applying the principles of health promotion and harm minimisation

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:**

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