

Position Description			
Name		Date	July 2021
Position Title	Property Development & Maintenance (PDM) Supervisor		
Department	Alcohol and Other Drugs (AOD) Residential Rehabilitation Service		
EBA / Award	Social, Community, Home Care and Disability Services Industry Award - SCHADS		
Classification	Level 4 Full time – 38 Hours per week  <i>Role is predominantly business hours, Monday – Friday however occasional after hours support maybe required.</i> *Initial 6-month probationary review and then annual performance appraisal.		
Primary Site	Wangaratta Residential Rehabilitation Service.		
Reporting to	Manager, Residential Rehabilitation Service		
Direct Reports	Nil		
Budgetary Responsibilities	In conjunction with the Program Manager, develop and manage relevant PDM service budgets		
Liaises with Internally	<ul style="list-style-type: none"> <li>• Gateway Health staff groups including Quality and Risk/Compliance, People Working Well roles, Medical Practice and headspace</li> <li>• Gateway Health staff</li> <li>• Therapeutic Community Residents</li> </ul>		
Liaises with Externally	This position may be expected to liaise with, though not limited to the following; <ul style="list-style-type: none"> <li>• Clients, resident family members and friends</li> <li>• Odyssey House Victoria (OHV)</li> <li>• Community members and organisations</li> <li>• Relevant suppliers such as hardware and gardening</li> </ul>		
Program Information	<p>The Wangaratta Alcohol and Other Drug (AOD) Residential Rehabilitation Service is a new state-wide centre operated by Gateway Health (GH) in partnership with Odyssey House Victoria (OVH). The service is located at Greta Road, Wangaratta. The centre is a 30-bed facility providing a 'Therapeutic Community (TC)' residential AOD program for adults experiencing harm and significant problems relating to their AOD use.</p> <p>The model of care used in this Program is underpinned by the Victorian Department of Health AOD Treatment Principles which 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 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> <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 Property Development &amp; Maintenance (PDM) Supervisor oversees all aspects of the building and maintenance work at the Therapeutic Community. The position forms part of the overarching Operations Team and works closely with the residents working in the PDM program. The role provides supervision, planning and support for residents in their day to day activities relating to maintenance and development of the overall site.</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 strengthen 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><b>We contribute to creation of a connected and integrated health and community care system to achieve the best outcomes for our clients and community.</b></i></p> <p>Gateway Health strives for an achievement culture that encourages innovation &amp; initiative. We build &amp; foster strengths-based programs that focus on support &amp; 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> </ul>

- Adopt a Continuous Improvement approach
- Work within legislative and compliance framework.

## Key Responsibilities & Accountabilities

### Role Specific

Working under general direction of the Program Manager, the role undertakes responsibility for the following varied activities, which requires exercise of judgment and/or contributing critical knowledge and skills where procedures are not clearly defined.

#### Property Development & Maintenance (PDM)

- Oversee all aspects of property maintenance including buildings and grounds, horticulture and animals.
- Coordinate and plan maintenance work on the property.
- Oversee the work of contractors engaged by the facility in maintenance works.
- Develop and maintain a tools and equipment register.
- Ensure timely repair / replacement of damaged or lost PDM tools and equipment and materials.
- Keep abreast of maintenance stock levels and replenish as necessary.
- Co-ordinate periodic higher-level cleaning across the whole property in liaison operations team.

#### Residents

- Manage and supervise PDM residents in the day to day tasks associated with PDM.
- Guide and support the PDM Resident Co-ordinator providing direction and feedback as required that facilitates the timely completion of works.
- Delegate responsibility as necessary to PDM Resident Co-ordinator to supervise other residents work
- Facilitate PDM “Depart” meetings.
- Provide feedback to therapists regarding residents in PDM and their progress.

#### OHS/Quality

- Provide residents new to PDM with Induction Training to ensure that safe work practices are observed at all times and residents are adequately trained in the use of equipment or designated work areas.
- Ensure residents are provided with the appropriate Personal Protective Equipment (PPE) in carrying out tasks.
- Review Hazard Forms and Maintenance sheets on a regular basis to ensure that OHS matters are addressed in a timely manner.
- Model appropriate workplace health and safety practices to staff and clients and contribute to the development of a safe working environment.
- Participate in regular OHS Committee meetings.
- Participate in the implementation of quality assurance systems and processes that enable a culture of continuous improvement.

#### Other

- Assist in the co-ordination of recreational and sporting programs and also external activities for residents.
- Liaise with House Supervisor to co-ordinate facility amenities, organise and resource equipment and supplies ensuring the property is suitable for whole of community activity/specific events.
- Assist in Admission processes as required.
- Assist in the supervision and collection of urine samples from clients on a rostered basis.
- Contribute to team activities by participating in staff meetings, house meetings, program development and review and encouraging a culture of support, inquiry and best practice.
- Commit to ongoing professional development through participation in in-house training programs and external activities as appropriate.
- Participate and support reviews of standards in the Therapeutic Community including “Community of Community” reviews.
- Promote the benefits of improved lifestyle and mental health free of substance abuse and other self-defeating anti-social behaviours amongst the staff and residents.
- Undertake other activities as required by the Program Manager.

### Financial Management

- In conjunction with the Program Manager, develop and manage relevant PDM budgets.

- Managing and approval of all invoicing and purchase orders within your Instrument of Delegation.

### 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.
- Lead/support and conduct regular team/resident meetings.

### 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 development 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.
- Promote Gateway Health as a quality service provider and represent the organisation as a leader in its field in relevant industry and sector forums as required.
- Demonstrate culturally competent interactions with Aboriginal people. Gateway Health requires all staff to provide a holistic and inclusive approach to the health needs and rights of Aboriginal people.
- Demonstrate sensitivity, empathy and respect for the diversity of customs, values and spiritual beliefs of others at all times – members of the community, clients and colleagues.
- Where relevant collaborate with clients and the community in the development, implementation and review of service planning, policies and quality improvement activities.

### 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 Key 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. Demonstrated skills and experience in construction, building and grounds maintenance.
3. Demonstrated ability to engage people in dialogue with the capacity for hands on involvement and ability to transfer knowledge to others.
4. Ability to interpret and apply information from relevant regulatory, legislative, environmental and OHS requirements, codes and standards.
5. Ability to work as part of a team, open to giving and receiving feedback about self, and the capacity to recognise and resolve interpersonal conflict.
6. Excellent working knowledge of a wide range of machinery and tools relevant to tasks required.
7. Demonstrated capacity to balance competing demands and to priorities work effectively. Capacity to continuously review and make responsive changes where needed to ensure a high standard of service delivery.
8. Ability to manage relationships with a variety of internal and external stakeholders.

#### **Mandatory Requirements**

9. Current Australian 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.
11. Empathy for those whose lives have been affected by problematic alcohol and other drug use/ and or mental health disorders

#### **Desirable**

12. First Aid Certificate.
13. Cert IV or above in relevant trade and/or extensive experience in comparable role.
14. An understanding of alcohol and drug substance abuse and of residential rehabilitation services. People with lived experience are encouraged to apply.

### **\*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:** \_\_\_\_\_

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