

## Position Description

<b>Name</b>		<b>Date</b>	<b>September 2021</b>
<b>Position Title</b>	<b>AOD Service Planning and Development</b>		
<b>Department</b>	<b>Alcohol and Other Drugs</b>		
<b>EBA / Award</b>	Community Health Centre (Stand Alone Services) Social and Community Service Employees Multi Enterprise Agreement 2017		
<b>Classification</b>	Level 6 Full Time, 76 hours per fortnight, Monday – Friday (0.8 EFT will be considered). 12-month Fixed Term Contract Initial 6-month probationary review and then annual performance appraisal.		
<b>Primary Site</b>	Based at: Wangaratta or Wodonga With the occasional travel to other sites required		
<b>Reporting to</b>	Program Manager Alcohol and Other Drugs		
<b>Direct Reports</b>	Nil		
<b>Budgetary Responsibilities</b>	Nil		
<b>Liaises with Internally</b>	<ul style="list-style-type: none"> <li>Gateway Health staff members, including Quality and Risk/Compliance, People Working Well roles, Medical Practice and headspace</li> <li>Gateway Health staff, including AOD CS &amp; TC team members</li> </ul>		
<b>Liaises with Externally</b>	<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 Local Government staff and representatives.</li> <li>Ovens Murray Mental Health Alliance.</li> <li>Local Governments</li> <li>Community service organisations.</li> <li>Health services</li> <li>ACSO Intake service</li> <li>AOD services</li> <li>Department of Justice, Child Protection, and other Government Departments/statutory bodies</li> <li>Self-help and family support groups</li> <li>Other Not for Profit Organisations</li> </ul>		
<b>Program Information</b>	<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 concern.</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> </ul>		

	<ul style="list-style-type: none"> <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> <li>• Ensure services are underpinned by the Victorian AOD Treatment and Australian Therapeutic Community Principles.</li> <li>• Enhanced service development, evaluation and review.</li> </ul>
<b>Purpose of the role</b>	<p>This position will work in partnership with all relevant agencies in the Owen's Murray region, across multiple sectors and service streams to improve access and responses to people with AOD issues. It will also assist the Gateway Health AOD team in their service planning and development ensuring high quality services. This position will have two main focuses:</p> <ol style="list-style-type: none"> <li>1. Development and delivery of the AOD Owen's Murray Catchment Plan 2021 – 2024 This position assists AOD treatment providers operating in the Owen's Murray Catchment to work in partnership to identify service gaps and develop strategies to improve responses to people with AOD issues (particularly people facing disadvantage).</li> <li>2. Planning and Development This position assists the AOD Team to identify business opportunities, write submissions, plan and develop new services. This includes the development and review of clinical resources across Gateway Health's AOD services, ensuring all content developed is evidenced based and approved through appropriate processes. The incumbent will work closely and collaboratively with other members of the AOD operational and Gateway quality teams to ensure all documentation is developed to the standards required.</li> </ol>

<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

- With the Program Manager identify and prepare submissions for the AOD service, in this work closely and collaborative with other members of the AOD and Gateway Health teams to ensure a quality submission.
- Lead the development and/or provide support for projects relating to AOD service planning and development, including review and implementation of high-quality operational resources as required by the AOD services (e.g. policies, procedures frameworks, information documents)
- Coordinate the development and review of AOD planning, including Catchment, Operational, Integrated FV planning.
- Gather and analyse relevant health and population data, and undertake consultations, to develop a shared understanding of the diverse needs of people with problematic AOD use living in the Owen's Murray area.
- Collaborate with all AOD treatment providers in the catchment and other relevant stakeholders to develop, implement and review a catchment-based plan.
- Support providers of the AOD services in the catchment to improve integrated service delivery and provide more joined-up approaches across housing, mental health, primary health, justice and family violence agencies.
- Engage relevant agencies and planning structures (e.g. MPHN, DHS, local government and public health services) to identify and develop shared strategies to address systematic barriers to AOD treatment access.
- Build a shared understanding of AOD issues and responses.
- Role model high standards of professional practice and conduct, working in partnership with colleagues and agencies.
- Support staff to ensure funding and Service Agreement reporting requirements are met.
- Provide evidence-based practice in line with professional and funding requirements
- 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 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
- Completion of Mandatory training
- Work on special projects as required by the AOD Program Manager

### Financial Management

- Invoices raised and processed within funding / program deadlines

### 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.
- Ensure all team members are updated and included in key messaging from relevant planning and network meetings.

### 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 Health Promotion, Public Health, health science, Social Work or related equivalent studies.
3. Demonstrated experience in facilitating effective networks and community partnerships.
4. Highly developed communication skills, both written and verbal, with the capability to prepare reports and correspondence in clear information in a manner appropriate to the purpose and audience
5. Demonstrated ability in the development of policy, procedures and frameworks for service planning.
6. Highly developed research skills combined with the ability to synthesise information in a clear and concise manner.
7. Highly developed skills in eliciting and accurately capturing information from diverse sources.
8. Demonstrated ability in IT systems including Microsoft Office (Outlook, Word/typing skills) and client information management systems.
9. Ability to work both independently and collaboratively.
10. Sound organisational and planning skills, including the ability to work under pressure and prioritise workloads for self and others.

### **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. Familiarity with the Ovens Murray area and its health and social service system, including alcohol and drug treatment services.
14. Knowledge of AOD Treatment service system and alcohol and drug issues.

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):

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**Employee Signature:**

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**Date:**

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