

## BENDIGO COMMUNITY HEALTH SERVICES

### POSITION TITLE: TEAM MANAGER - NON RESIDENTIAL ALCOHOL AND OTHER DRUG SERVICES

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| <b>Name:</b>                           |   | P.O. Box 1121<br>Bendigo Central<br>Victoria 3552                          |
| <b>Position number:</b>                |   |  |
| <b>Award:</b>                          | Based on qualifications and experience  | <b>Central Site:</b><br>Ph: (03) 5448 1600<br>Fax: (03) 5448 1699          |
| <b>Classification:</b>                 | Based on qualifications and experience  | <b>Eaglehawk Site:</b><br>Ph: (03) 5434 4300<br>Fax: (03) 5434 4355        |
| <b>Site:</b>                           | Holdsworth House however the position may work from any Bendigo based BCHS site as negotiated | <b>Kangaroo Flat:</b><br>Ph: (03) 5430 0500<br>Fax: (03) 5430 0544         |
| <b>Hours per fortnight:</b>            | 76.0 hours per fortnight  | <b>Elmore Primary Health:</b><br>Ph: (03) 5432 6001<br>Fax: (03) 5432 6101 |
| <b>Tenure:</b>                         | Ongoing   |  |
| <b>Position description developed:</b> | April 2017  |  |
| <b>Responsible to:</b>                 | Director - Continued Health and Independence  |  |

## 1. Position Role

This position of Team Manager Non Residential Alcohol and Other Drug (AOD) Services provides an opportunity for an AOD practitioner with successful management experience to manage the operations of the Non Residential AOD programs and will provide direct AOD consumer care within the Non Residential AOD Programs and Services.

The Team Manager role provides staff management, including supervision, coaching, professional development and debriefing, and will deliver substantial direct service provision, including to people with complex needs and circumstances. The successful applicant will be responsible for guiding the team through an ongoing process of AOD sector reforms while enhancing existing programs to ensure positive client outcomes.

This position will work under the direction of the Director - Continued Health and Independence.

## 2. Position Responsibilities

The responsibilities of the position are:

- Manage the accountability and reporting processes for the team inclusive of work plan KPI's.
- Supervise the team members to ensure safe, contemporary practice and appropriately empowers staff.
- Ensure a quality, cost effective and sustainable service.
- Implement counselling based programs to best meet the needs of consumers within available resources.

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- Support the Director - Continued Health and Independence to maintain effective relationships with partner organisations.
- Identify team learning and support needs and seek assistance to respond to them.
- Initiate and propose quality improvements for efficiency and effectiveness of programs, or to enhance consumer experience.
- Prepare clear, concise, and well-organised written documents and oral presentations as required.
- Contribute to a constructive and inclusive team culture that focusses on consumer-centred practice and outcomes.
- Develop new program initiatives through a team collaboration process.
- Deliver services to consumers, including direct service provision to consumers with significant complexity.
- Monitor team finances and performance.
- Foster a strong and positive work culture.
- Ensure the Director - Continued Health and Independence is well briefed on issues, achievements and emerging trends.

### **3. The Role of the Team**

The Non Residential AOD team sits within the broader AOD programs and services portfolio alongside Residential Withdrawal Program (Nova House) and Pharmacotherapy services. In turn AOD Services are situated within the Continued Health and Independence portfolio which also includes Mental Health and Counselling services, Settlement Services, Cultural Diversity and Workplace Health.

The current programs the Team Manager would oversee are:

- Needle Syringe Program
- Non-residential Withdrawal Services
- Care and Recovery Coordination
- AOD Counselling including Forensic referrals
- Family Support Worker project
- Initial Assessment and Care Planning

Staff within these programs provide a broad range of support to highly marginalised individuals and families as well as at risk communities. The suite of services cover initial contact, brief interventions, longer term therapeutic and clinical supports, information, harm reduction education and referral into treatment services both internally and externally. Targeted service users often have very limited engagement with services therefore care plans need to be flexible and individually responsive. Individuals and families being supported by the AOD team receive an integrated response which addresses their priority needs.

### **4. Key Selection Criteria**

#### **4.1 Essential**

1. A recognised tertiary qualification in a relevant field, significant experience in AOD and experience managing a team or program of work.

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2. Demonstrated record of practice knowledge, skills and experience in working with vulnerable individuals and families.
3. Demonstrated effective ability to coach, supervise and manage performance of individuals and teams that enhances effective cooperation and collaboration as well as identifying emerging team and practice issues.
4. A sound knowledge of the relevant legislation, regulations, standards, and competencies related to the program, and associated revenue/funding streams
5. Excellent interpersonal skills.
6. Competent level IT skills including knowledge of client management data bases, preparation of clear, concise, and well-organized written documents and oral presentations, as well as budget management.
7. Demonstrated capacity to communicate confidentially and appropriately in internal, external, formal and informal communications.
8. Demonstrated effective, sound, timely and informed decisions making skills.
9. Sound knowledge of the protective factors and contributors in relation to health inequality and vulnerability.
10. Knowledge of consumer-centred practice and consultation methods for co-production/co-design, including the ability to use local data to identify trends and issues and propose responses
11. Demonstrated commitment to continuous learning and quality improvement.
12. Current Working with Childrens Check
13. Current Victorian Driver's Licence.

### 4.2 Desirable

1. Demonstrated ability to be innovative, flexible and responsive to short and long term issues.
2. Demonstrated ability to work with and manage a multidisciplinary team.
3. Demonstrated experience and/or skills in project management.

## 5. Probationary Period

Employment with BCHS is conditional on satisfactorily completing a probationary period of six (6) months from date of commencement. During this period your performance will be reviewed with your manager and, assuming this is mutually satisfactory, your employment will be confirmed at the end of this period.

## 6. Staff Review & Development (SRD)

*Each BCHS staff member is required to participate in the annual SRD process. The SRD will be based on the Position Role and Responsibilities and Key Selection Criteria in addition to the relevant Branch and Team Plans and the following Performance Indicators.*

### 6.1 Self-Management:

*Demonstrated experience and understanding of the need for ongoing personal and professional development that contribute to self-satisfaction and professional growth*

- Continually develop personally and professionally to meet the changing needs of your position, career and industry.
- Demonstrate behaviours that lead you to achieving your goals.
- Demonstrate understanding and behaviour to reflect that BCHS aims to treat all people with respect, values diverse perspectives and participates in diversity training opportunities.

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### 6.2 Communication and Team Work:

*High level communication and interpersonal engagement that contributes to productive and collegial relationships between staff and with clients*

- Display your capacity for self-awareness through reflection, planning and communication.
- Show evidence of your ability to work co-operatively within a team to achieve team goals.
- Establish and develop as key functions of relationship management, regular and professional communication with all your relevant colleagues.
- Demonstrate alignment and integration of practice according to BCHS' Vision, Values, and Strategic Directions.

### 6.3 Administration and Documentation:

*Through the use of BCHS processes ensure that all administration and documentation requirements are initiated and completed in a professional and timely manner*

- Show evidence that the administrative tasks of your position are completed in an orderly, timely and accessible manner.
- Demonstrate that your documentation is completed in an accurate, legally and ethically compliant standard and is produced to an appropriate professional standard.

### 6.4 Learning:

*Demonstrated knowledge and application of the capabilities required for this position including knowledge and understanding of appropriate equipment, legislation, policies and procedures.*

- Show evidence of knowledge and understanding of BCHS Strategic Directions and the ability to link key strategic directions to individual and team work plans and individual self-development.
- Demonstrate initiative and enterprise skills that contribute to innovative outcomes.
- Display an appropriate level of awareness of the implications for BCHS of decisions and situations that involve you and others.

### 6.5 Position Performance:

*Demonstrate achievement of negotiated performance indicators specific to your position*

- Demonstrate improvements in business processes that support quality service delivery and financial outcomes.
- Show evidence of positive and productive team and individual management.
- Demonstrate the ability to develop quality partnerships with key internal and external clients and stakeholder.

### 6.6 Diversity and Culture:

BCHS treats all people with respect; values diverse perspectives; participates in diversity training opportunities; and provides a supportive work environment.

### 6.7 Child Safety

BCHS values children from all backgrounds and is committed to making our community a safe, nurturing and welcoming place for children to grow and develop. We are committed to making sure **ALL** children reach their individual potential.

## 7. Other Essential Requirements

### Staff will:

- Complete a satisfactory Police Check before employment is confirmed, the Police Check will be initiated by BCHS at the expense of the staff member.

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- Sign the pre-existing Injury/Disease Declaration.
- Present a copy of your original professional qualifications document or registration (if required).
- Present a current Working with Children Check.
- Receive and comply with the BCHS Code of Conduct.
- Comply with BCHS Privacy Policy and Procedures.

### **BCHS believes that “Quality is everyone’s business, safety is my responsibility”**

- Co-operate with and contribute to BCHS Health and Safety procedures and participate in appropriate safety information and education activities as required.

### **8. Other Information**

- BCHS is an Equal Opportunity Employer.
- All BCHS sites are smoke free workplaces.
- BCHS is committed to employing people from diverse backgrounds and providing a workplace free from discrimination and harassment.
- BCHS has a commitment to environmental sustainability.

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Approved: Kim Sykes  
Chief Executive Officer

Date: ...../...../.....

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Agreed: Team Manager - Non Residential Alcohol and Other Drug Services

Date: ...../...../.....