

BENDIGO COMMUNITY HEALTH SERVICES

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

Name:	
Position number:	4500
Award/Agreement:	Community Health Centre (Stand Alone Services) Social and Community Service Employees Multi Enterprise Agreement 2017
Classification:	Social and Community Services Employee - Level 7
Site:	Holdsworth Road House however the position may work from any Bendigo based BCHS site as negotiated
Hours per fortnight:	76.0 hours per fortnight
Tenure:	Ongoing
Position description developed:	April 2019
Responsible to:	Director - Continued Health and Independence

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Bendigo Central
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Eaglehawk Site:
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Kangaroo Flat:
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Elmore Primary Health:
Ph: (03) 5432 6001
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Our Vision

Better Health and wellbeing across generations.

Our Mission

Working hand in hand with our community to achieve healthier lives.

Our Values

- **Respect**
We build respectful relationships through trust, empathy and collaboration.
- **Inclusive**
We recognise and promote accessible, safe and holistic health care as a basic human right.
- **Integrity**
We are authentic, accountable and we honour our obligations.
- **Innovation**
Through continuous learning, we ensure an agile, responsive and sustainable service.

Our Strategic Directions

1. **Programs for Equity**
Commitment to achieving equitable health and wellbeing.
2. **Consumer and Community Centred Organisation**
Understand and respond to community needs and consumer's lived experience.

BENDIGO COMMUNITY HEALTH SERVICES

3. Quality, Safety and Consumer Experience

Deliver the best consumer experience that is of consistent quality, safe and evidence-based.

4. Sustainability

Sustainable for purpose organisation.

Position Role

This position provides an opportunity for an Alcohol and Other Drugs (AOD) Practitioner with successful management experience to oversee the operations of the non-residential AOD programs. Additionally, the position will provide some 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 lead direct service provision, including to people with complex needs and circumstances. The Team Manager will be responsible for guiding the team through an ongoing process of AOD sector reforms while enhancing existing programs to ensure positive consumer outcomes.

Position Responsibilities

The responsibilities of the position are:

- Manage the accountability and reporting processes for the team inclusive of work plan key performance indicators (KPI's).
- Supervise the team members to ensure safe, contemporary practice and appropriately empowered staff.
- Ensure a quality, cost effective and sustainable service.
- Implement counselling-based programs to best meet the needs of consumers within available resources.
- 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.
- As a member of the Senior Leadership Team you will mentor and represent leadership values of respect, inclusivity, integrity and innovation while building upon staff passion for making a difference.
- 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.
- Support the Director - Continued Health and Independence to maintain effective relationships with partner organisations.
- Ensure the Director - Continued Health and Independence is well briefed on issues, achievements and emerging trends.

The Role of the Team

The Non-Residential AOD Services team sits within the broader AOD programs and services portfolio alongside Residential and Community-based Withdrawal Programs and

BENDIGO COMMUNITY HEALTH SERVICES

Pharmacotherapy services. In turn AOD Services are situated within the Continued Health and Independence portfolio which also includes Settlement Services and Cultural Diversity programs.

The current programs the Team Manager would oversee are:

- Assessment and care planning
- AOD counselling both forensic and voluntary
- Needle Syringe Program
- Mobile Drug Safety
- Care and Recovery Coordination
- Family Support Worker project
- Regional AOD Sector Family Violence Advisor

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 covers initial contact, brief interventions, longer term therapeutic 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.

Key Selection Criteria

Essential

1. A recognised tertiary qualification in a relevant field with significant experience in alcohol and other drugs.
2. Experience managing a team or program of work.
3. Demonstrated record of practice knowledge, skills and experience in working with vulnerable individuals and families.
4. 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.
5. Program development experience including 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
6. Excellent interpersonal skills that reflect the values of BCHS.
7. Competent level IT skills including knowledge of consumer management data bases, preparation of clear, concise and well-organised written documents and oral presentations as well as budget management.
8. Demonstrated capacity to communicate confidentially and appropriately in internal, external, formal and informal communications.
9. Sound knowledge of the protective factors and contributors in relation to health inequality and vulnerability.
10. Demonstrated commitment to continuous learning and quality improvement.
11. Current Working with Children Check.
12. Current Victorian Driver Licence.

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.

BENDIGO COMMUNITY HEALTH SERVICES

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.

Staff Review and 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.

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.

Communication and Team Work:

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

- 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.

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.

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.

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.

BENDIGO COMMUNITY HEALTH SERVICES

- 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.
- Demonstrated individual and team engagement/support activities.
- Active participation in Senior Management networks providing a voice for consumer needs.
- Schedule of training and professional development opportunities in response to individual, team and programmatic needs.

Diversity and Culture:

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

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.

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.
- Sign the pre-existing Injury/Disease Declaration.
- Present a copy of your original professional qualifications document or registration (if required).
- 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.

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: Dale Hardy
Director - Continued Health and Independence

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