

# POSITION DESCRIPTION



Position	Senior Alcohol and Other Drugs (AOD) Counsellor
Division	Primary Care Services
Classification	Community Development Level 2 (ON14) (depending on qualifications and experience)
Enterprise Agreement	Allied Health Professionals (Victorian Public Health Sector) Single Interest Enterprise Agreement 2021-2025
Reports To	Nurse Manager - Chronic and Complex Care
Direct Supervision Of	AOD Counsellors, AOD Administration Support Officer, students

Approved	Director, Primary Care Services	Approval Date	January 2023
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## PRIMARY OBJECTIVE (or purpose):

You are responsible for delivering high level safe and effective counselling and support, in accordance with the patient's needs, goals and preferences to optimise their health and well-being

You will provide Alcohol and Other Drugs (AOD) services that are appropriate, holistic, family inclusive and culturally sensitive for younger people (16 years and older) and adults living with substance abuse problems.

You practice and deliver AOD services across the outpatient and community based settings within Shire of Glenelg and provide support to the acute, subacute, and aged care settings at Portland District Health and Western District Health Services.

You support the development of clinical and leadership skills in staff placed under your responsibility and less experienced AOD counsellors and students.

You contribute to the quality, safety and risk management programs for the division of Primary Care Services.

You contribute to an environment that is conducive to deliver the four quality goals which are focused on putting the consumer first in everything we do. This is '**PDH Care**'; the **CARE** we want our consumers to experience, and that we want to deliver, every single day.

You will practice according to the standards prescribed by the by [Victorian Alcohol and other drugs \(AOD\) Treatment Principles](#), [Victorian Alcohol and other drugs \(AOD\) Client Charter](#), and [Victorian Alcohol and other drugs \(AOD\) program guidelines](#) and within scope of practice.

## PORTLAND DISTRICT HEALTH VISION: OUR COMMUNITY, YOUR HEALTH

### VALUES

Wisdom	We use knowledge, experience and understanding to make the decisions that matter
Compassion	We care about people – their safety matters above all else. Every person's need is different and is respected. Our service quality is second to none.
Courage	We are fearless and courageous in making things happen, embracing opportunities and creating solutions.

### PDH CARE GOALS

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<b>Person-centred</b>	People's values, beliefs and specific needs and circumstances guide the delivery of care and organisational planning.
<b>Safe</b>	Avoidable harm is eliminated.
<b>Effective</b>	The right care is delivered in the right way, at the right time with the right outcomes.
<b>Connected</b>	Staff and consumers work together to achieve shared goals; people experience service and support continuity as they move through the service system.

KEY ACCOUNTABILITIES		
Key results Area	Key Activities	Performance Measures
Clinical Leadership	<ul style="list-style-type: none"> <li>• Provide and demonstrate quality clinical knowledge and direction to ensure that clinical standards, policies and procedures promote person centred care, effective, connected and safe care (PDH CARE)</li> <li>• Continuously review and evaluate the delivery of best practice, evidence based counselling and clinical care</li> <li>• Contribute staff input into decisions affecting clinical practice and workflow within the unit/department</li> <li>• Foster innovation in practice that contributes to the delivery of quality care</li> <li>• Support the team through the change process by using positive communication</li> <li>• Display an ability to analyse situations and make appropriate decisions in a timely manner to ensure the needs of consumers, staff and the organisation are met</li> <li>• Develop and maintain sound relationships with the multidisciplinary team to ensure best possible team work and person centred care delivery to consumers/patients.</li> </ul>	<ul style="list-style-type: none"> <li>• Compliance with National Safety and Quality Standards</li> <li>• Compliance with Aged Care Quality Standards</li> <li>• Achievement of current PDH Strategic Plan and Operational Plan</li> <li>• Compliance with PDH Clinical Capability Framework and PDH CARE</li> <li>• Minutes of regular meetings</li> <li>• Quality Improvement register</li> <li>• Achievement of Annual performance development plan</li> <li>• Staff satisfaction</li> </ul>
Resource Management	<ul style="list-style-type: none"> <li>• Monitor requirements to ensure effective unit/department service delivery and alignment with PDH's operational requirements</li> <li>• Support orientation of staff into the department/unit to ensure provision of a high quality service that meets the needs of the consumers, and promotes staff satisfaction and retention</li> <li>• Support cost effective and efficient approaches to managing resources</li> <li>• Ensure there is appropriate equipment available for care provision and staff are trained in the safe use of this equipment</li> </ul>	<ul style="list-style-type: none"> <li>• Participation in PDH budget development process to ensure unit/department resource needs are planned</li> <li>• Funding claims are lodged in a timely manner (if applicable)</li> </ul>
Consumer Care	<ul style="list-style-type: none"> <li>• Uses consumer feedback to inform the delivery of person centred care and the design of programs or services</li> </ul>	<ul style="list-style-type: none"> <li>• Compliance with National Safety and Quality Standards</li> </ul>

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	<ul style="list-style-type: none"> <li>• Oversee and coordinate the consumer assessment, care planning, referral and follow up processes and documentation</li> <li>• Ensure active involvement in the provision of person centred care, effective, connected and safe care according to PDH guidelines and practices (<b>PDH CARE</b>)</li> <li>• Ensure confidentiality and privacy are maintained</li> <li>• Ensure conversations and language is appropriate and respectful of consumers to achieve professional, organisational, legal and ethical requirements</li> </ul>	<ul style="list-style-type: none"> <li>• Compliance with Aged Care Quality Standards</li> <li>• Compliance with PDH Clinical Capability Framework and PDH CARE</li> <li>• 100% of all patient care have plans developed and implemented</li> </ul>
Leadership and team work	<ul style="list-style-type: none"> <li>• Ensure the vision, mission and values of the organisation are understood and integrated into daily practice</li> <li>• Demonstrate a professional responsibility for work performed by staff placed under your responsibility</li> <li>• Develop and maintain positive working relationships with members of PDH staff</li> <li>• Model performance standards, provide feedback and coaching and take corrective action with staff placed under your responsibility</li> <li>• Promote PDH in a positive and supportive way to ensure consumer confidence</li> <li>• Demonstrate agreed behaviours and communicate effectively whilst engaging with the multidisciplinary team</li> <li>• Role model a professional approach to education, interpersonal relationships, teamwork and communication for department/unit staff</li> </ul>	<ul style="list-style-type: none"> <li>• Participation in annual staff appraisal</li> <li>• Staff satisfaction</li> <li>• Continual Professional Development in specialty area of practice is achieved annually</li> <li>• 100% Compliance with mandatory competencies</li> <li>• Achieve CPD annually</li> </ul>
Professional Development and Scope of Practice	<ul style="list-style-type: none"> <li>• Demonstrate continual professional development and learning to ensure currency of clinical skills</li> <li>• Participate in performance reviews on at least an annual basis</li> <li>• Understand the application, and practice in accordance with, the relevant health care or industry standards</li> <li>• Maintain recency of practice requirements and continuing professional development (CPD) standards outlined by <a href="#">Victorian Alcohol and Drugs Association</a> through participation in relevant educational programs</li> <li>• Complete mandatory training and education</li> </ul>	<ul style="list-style-type: none"> <li>• Continual Professional Development is achieved annually</li> <li>• 100% Compliance with mandatory competencies</li> <li>• 100% Compliance with credentialing and/or clinical competencies for specialist area of practice</li> </ul>

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Quality and Safety	<ul style="list-style-type: none"> <li>• Actively leads in an assigned portfolio or quality work in consultation with the Primary Care Services team</li> <li>• Work collaboratively with the Quality Team to implement improvement plans</li> <li>• Conduct audits as required and contribute to the development and implementation of actions to address deficits</li> <li>• Contribute to quality improvement activities within the department, in accordance with PDH policies to ensuring a high level of work quality</li> <li>• Maintain a safe and high quality environment at all times in accordance with PDH policies</li> <li>• Reports all incidents through Riskman</li> <li>• Ensuring staff follow PDH Infection Control policies, procedures and guidelines</li> </ul>	<ul style="list-style-type: none"> <li>• Adherence to relevant health care or industry standards.</li> <li>• Completes relevant audits and initiates actions</li> <li>• Contribution to Quality Improvement/Progress reports</li> <li>• Demonstrated use of the incident management system</li> </ul>
Information Management	<ul style="list-style-type: none"> <li>• Monitors own day to day performance against operational targets and strategic goals</li> <li>• Displays and promotes correct documentation techniques and initiates regular documentation auditing to ensure legal, professional and organisational standards are met and maintained.</li> <li>• Abide by the PDH's requirements pertaining to appropriate Information Security and Information Management regulations and report an accidental or malicious breach of these regulations to the appropriate department.</li> <li>• Ensure consumer information is accurate and only released in line with the Health Records Act requirements</li> <li>• Actively leads exploration of emerging technologies and investigates adoption into practice area.</li> </ul>	<ul style="list-style-type: none"> <li>• Achieves funded activity from Great South Coast AOD service agreement and all related reporting requirements</li> <li>• Documented and reports on audits</li> <li>• Ensures all information management meets the legislative requirements and organisational standards</li> </ul>
Occupational Health and Safety	<ul style="list-style-type: none"> <li>• Is familiar with and ensure that all appropriate actions are taken to implement OH&amp;S policy and procedures and that legislative requirements are met within the service</li> <li>• Report any incidents or potential hazards in accordance with PDH policies and procedures including effective reporting via Riskman</li> <li>• Assist in the planning, development and implementation of OH&amp;S measures</li> <li>• Demonstrate a commitment to health and safety in line with PDH's OHS policies,</li> </ul>	<ul style="list-style-type: none"> <li>• Participation in team meetings where key OH&amp;S issues are discussed and resolved</li> <li>• Evidence of hazard and incident reporting using Riskman</li> <li>• Maintains compliance with mandatory OHS training requirements for both self and team</li> </ul>

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	<p>procedures, training requirements and legislative/regulatory requirements, driving a high standard for others to follow</p> <ul style="list-style-type: none"> <li>• Investigate OHS incidents and hazards involving direct reports and implements controls to reduce future risk</li> <li>• Support the Injury Management and Return to Work process for any direct reports who sustain a work related injury or illness</li> <li>• Perform the role of area/department emergency warden if designated as the area/department person in charge</li> <li>• Knows what to do in an emergency relevant to role</li> </ul>	
<b>OTHER DUTIES</b>		
	<ul style="list-style-type: none"> <li>• Exhibits a commitment to PDH Values including team based above and below behaviours</li> <li>• Undertake special projects or reports as reasonably required on a wide range of issues</li> <li>• Practice in accordance with the relevant health care or industry standards</li> <li>• Complies with family violence and Child Safe legislative requirements and related PDH procedures.</li> <li>• Comply with all relevant PDH policies and procedures</li> <li>• Perform all other duties as directed within the limits of skill, competence and training to maximise flexibility and effectiveness</li> </ul>	<ul style="list-style-type: none"> <li>• PDH values modelled at all times</li> <li>• Demonstrated use of incident management system</li> <li>• Adherence to applicable health care or industry standards</li> <li>• Demonstrated completion of mandatory training</li> <li>• Adherence with PDH policy and procedures</li> </ul>



KEY SELECTION CRITERIA – SPECIALIST KNOWLEDGE
<p><u>QUALIFICATIONS -</u></p> <p>ESSENTIAL:</p> <ul style="list-style-type: none"> <li>• Possession of a Diploma of Alcohol and Other Drugs or recognised equivalent qualification, and at least 3 years or more clinical experience.</li> </ul> <p>DESIRABLE:</p> <ul style="list-style-type: none"> <li>• Membership of an appropriate professional association</li> </ul> <p><u>EXPERIENCE and/or SPECIALIST KNOWLEDGE -</u></p> <p>ESSENTIAL:</p> <ul style="list-style-type: none"> <li>• Demonstrated high level skills to engage with, and provide AOD counselling and other evidenced based approaches to people with problematic substance abuse issues, including Dual Diagnosis.</li> <li>• Demonstrated ability to provide care coordination across a range of service networks and pathways which allow for the best outcome for clients and their families.</li> <li>• Demonstrated good communication skills, both written and verbal.</li> <li>• Understanding of relevant accreditation and funding systems, and demonstrated ability to manage continuous improvement portfolio</li> <li>• Demonstrated computer literacy, including ability to access and utilise organisational IT systems and emerging technologies which are relevant to the completion of clinical care.</li> <li>• Demonstrated understanding of the needs, issues and sensitivities of people from diverse backgrounds</li> <li>• Understanding of opportunities and challenges associated with providing rural health care services.</li> </ul> <p><u>OTHER REQUIREMENTS -</u></p> <p>Certificates, licences and registrations:</p> <ul style="list-style-type: none"> <li>• Current Victorian Class C Driver's Licence</li> <li>• Current employee police check</li> <li>• Current employee Working with Children's check.</li> </ul> <p>Other requirements</p> <ul style="list-style-type: none"> <li>• Current evidence of immunisation history and / or serology results</li> </ul>

*This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required. Any elements of this document may be changed at Portland District Health's discretion and activities may be added, removed or amended at any time.*

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**Acknowledgement:**

I acknowledge that I have received a copy of this position description and understand the requirements of this position. I agree to work in accordance with this position description

As the incumbent of this position, I confirm I have read the job demands checklist as attached, understand its content, and agree to work in accordance with the requirements of this position

I accept that the position description as stated above may need amending and updating periodically due to changes in responsibilities and organisational requirements. Changes to the position description will be consistent with the purpose for which the position was established.

EMPLOYEE NAME:		
EMPLOYEES SIGNATURE:		DATE:
MANAGER'S NAME:		
MANAGER'S SIGNATURE:		DATE:

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## JOB DEMANDS

Frequency definitions		
I	= Infrequent	Activity may be required very infrequently
O	= Occasional	Activity required occasionally, not necessarily all shifts
F	= Frequent	Activity required most shifts, up to 50% of the time
C	= Constant	Activity that exists for the majority of each shift and may involve repetitive move for prolonged periods
N/A	= Not Applicable	Activity not performed

Aspects of normal workplace		Frequency				
Physical Demands						
Demands	Description	I	O	F	C	N/A
Sitting	Remain seated to perform tasks			✓		
Standing	Remain standing to perform tasks			✓		
Walking	Periods of walking required to perform tasks			✓		
Bending	Forward bending from waist to perform tasks		✓			
Kneeling	Remain in a kneeling position to perform tasks					✓
Lifting/Carrying	Light lifting and carrying	✓				
	Moderate lifting and carrying					✓
	Assisted lifting (mechanical, equipment, person assist)					✓
Climbing/Working at heights	Ascending and descending ladders, stools, scaffolding					✓
Pushing/Pulling	Moving objects (eg: trolleys, beds, wheelchairs, diagnostic equipment, cleaning equipment)		✓			
Reaching	Arms fully extended forward or raised above shoulder to perform tasks	✓				
Crouching	Adopting a crouching posture to perform tasks					✓
Foot movement	Use of leg and/or foot to operate equipment (or machinery)	✓				
Head postures	Holding head in a position other than neutral (facing forward) to perform tasks	✓				
Fingers/Hand/Arm movement	Repetitive movements of fingers, hands and arms (eg: computer keyboard, computer mouse, touch screens)	✓				
Grasping/Fine manipulation	Gripping, holding, clasping with fingers or hands		✓			
Driving	Operating a motor powered vehicle (eg: use of hospital cars to undertake duties, making deliveries, ride on mower, forklift, bus etc.)					✓



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Aspects of normal workplace		Frequency				
Psychosocial Demands						
Demands	Description	I	O	F	C	N/A
Shift work	Rotation of shifts on a rostered basis including day, afternoon or night					✓
Distressed people	Highly emotional people crying, upset, unhappy (eg: emergency or grief situations)			✓		
Aggressive/Unpredictable people	Raised voices, yelling, swearing and arguing (eg: people affected by drugs or alcohol, dementia, mental illness)			✓		
Exposure to distressing situations	(eg: Child abuse, delivering bad news, viewing extreme injuries, viewing deceased)			✓		
Environmental demands						
Gases	Working with explosive or flammable gases requiring precautionary measures					✓
Liquids	Working with corrosive, toxic or poisonous liquids or chemicals requiring PPE					✓
Noise	Prolonged and frequent periods of background noise levels which necessitates people raising their voices to be heard					✓
Biological hazards	Exposure to body fluids, bacteria, infectious diseases requiring PPE		✓			
Cytotoxic hazards	Handling and/or preparation of cytotoxic materials					✓
Radiation						✓