

# Clinical Director- Treatment and Services

## Position Description

Donation Hotline 13 18 12

<b>Position Title</b>	Clinical Director- Treatment and Services
<b>Responsible Council</b>	St Vincent de Paul NSW Support Services
<b>Reports To</b>	Senior Operations Manager- Health
<b>Direct Reports</b>	Drug and Alcohol Team Leaders (Freeman and Rosalie) Team Leader- Nursing and Health Care Senior Support Worker
<b>Base Location</b>	Freeman House, Armidale
<b>Primary position objective</b>	The Clinical Director has direct responsibility for clinical care and operations at Freeman House Armidale and Rosalie House, Tamworth including drug and alcohol care, health care and provision of homelessness accommodation services. These responsibilities include oversight of hospitality, environmental and administration services as well as clinical care and treatment. The Clinical Director- Treatment and Services is responsible for providing direct support to the Senior Operations Manager- Health in areas relating to the Drug and Alcohol portfolio, including developing and potentially managing new opportunities in drug and alcohol treatment

## St Vincent de Paul Society

The St Vincent de Paul Society is a member and volunteer based organisation that has been assisting people experiencing disadvantage in NSW for more than 130 years.

The Society was founded by a 20 year old man named Frederic Ozanam in 1833, who with a group of friends, wanted to make a difference to the poverty and disadvantage that he saw around him in post-Revolution France. Leading by example and with boundless energy, Frederic started what is now a world-wide movement in just 20 short years. The St Vincent de Paul Society NSW has around 16,000 members and volunteers and 1,400 staff. Our local member networks, referred to as Conferences, are present in over 420 communities across NSW.

Our members and volunteers provide assistance to people experiencing disadvantage including food parcels and vouchers, financial assistance, assistance with energy bills and other debt, budget counselling and the provision of other material items such as furniture, clothing and bedding and any other household items. Importantly, our members also provide vital emotional support and referral services as needed.

The St Vincent de Paul Society is a leading provider of community support services and has close to 100 Special Works across the State in the areas of homelessness, mental health, disability, financial counselling, supported accommodation, food provision, refugees and migrants and addiction counselling.

Our work is funded by all levels of government, the generous support we receive from the community and our 250 Retail Centres across NSW.

## Organisational Overview

SVDP NSW Support Services provides support for people experiencing need in NSW. It is a Special Work of the St Vincent de Paul Society of NSW and is comprised of more than 25 different programs across the state. SVDP NSW Support Services provides programs across areas including drug and alcohol, gambling, homelessness, disability, mental health, community development and refugee support.

## Program Overview

St Vincent de Paul NSW Drug and Alcohol programs are committed to minimising the harm related to homelessness, drug and alcohol use, mental health, contact with the criminal justice system and other associated issues. Freeman House, Rendu House and Roaslie House are committed to providing high quality, innovative and flexible responses to drug and alcohol, homelessness and other areas of complex need.

The nature and level of support differs according to individual needs, with a range of services offered including drug and alcohol case management and counselling in the community and in residential rehabilitation, access to psychological and psychiatric care, education and therapeutic group work, harm minimisation, living skills, withdrawal management and holistic health care and homelessness case management.

## Duties and Responsibilities

The Clinical Director- Treatment and Services has overall operational responsibility for Freeman House and Rosalie House including responsibility for activities including HR, Finance, Clinical and Care, and Quality and Accreditation.

This role will be strategic, not only managing current activities but also able to understand and cater for future expectations and demands. This role will provide high level advice to the Senior Operations Manager- Health and Executive Officer, Support Services within the drug and alcohol area. This role will be involved with seeking and developing new opportunities within the drug and alcohol sector.

The Clinical Director- Treatment and Services will be responsible for the Accreditation of Freeman House and Rosalie House, including through oversight of the 3 year accreditation cycle.

The Clinical Director- Treatment and Services will provide dotted line support and direction to the Team Leader- Rendu House in the area of drug and alcohol treatment and clinical care, as well as best practice, quality and continuous improvement.

The Clinical Director- Treatment and Services works with the Senior Operations Manager- Health to manage the partnership to provide services at the Maayu Mali Moree Aboriginal Residential Rehabilitation Service and other services provided in partnership with Wellington Aboriginal Corporation Health Service.

The Clinical Director line manages the Senior Support Worker, the Team Leaders (Drug and Alcohol Teams- Freeman House and Rosalie House) and the Team Leader of the Nursing Team, to ensure Clinical and Care as well as Accommodation Services meet the needs of residents and clients and the requirements of funding and accreditation.

The Clinical Director works closely with the Specialist Homelessness Service Case Management team- also based in the Freeman House facility.

The Clinical Director- Treatment and Services will be first point of day-to-day contact with stakeholders and services.

### Clinical and Care

- Lead drug and alcohol case workers, counsellors and registered nurses to ensure high quality, evidence based clinical and care work
- Plan and evaluate the St Vincent de Paul NSW drug and alcohol model of care, including provision of the model in the Maayu Mali partnership, Rendu House and Rosalie House (Drug Health Day Programs) and other drug and alcohol related programs as they are developed
- Ensure drug and alcohol treatment work (including withdrawal management) and residential support are delivered in a seamless and person-centred way
- Utilise networks, attendance at forums, research and other sources of information to ensure the drug and alcohol model of care is informed by evidence based good practice and developments in the field of drug and alcohol care, including withdrawal management and including both residential, non-residential and Aboriginal and Torres Strait Islander good practice care.
- Manage care review processes for Freeman House, Rosalie House and Maayu Mali, provide a resource to Rendu House and other potential drug and alcohol services to ensure good care review processes.
- Oversee Intake and Assessment process, including care requirements and risk management, and Chair Intake Committee
- Work closely with SHS Case Management Division Team Leader and Regional Manager to ensure person centred care for SHS clients accessing health care
- Work closely with the Ozanam Learning Centre manager and project worker to ensure person centred care for those accessing Freeman House
- Promote a culture of best practice and holistic care delivery

### Accommodation and Hospitality

- Oversee Senior Support Worker and Support Work Team delivery of both SHS Accommodation and Drug and Alcohol Accommodation Services including:
  - Work with State Support Office functions such as Finance and ICT
  - Resident fee, rent and/or board management
  - Catering
  - Regulatory compliance
  - Work with Facilities and Assets Division
  - Maintenance of a safe and secure environment for staff, residents and visitors (including WHS responsibilities and Fire Control)
  - Hospitality services such as cleaning and linen
- Work closely with SHS Case Management Division Team Leader and Regional Manager to ensure person centred care for SHS clients accessing accommodation support

### Service Operations

- Line manage team leads (drug and alcohol, withdrawal management and accommodation), and manage the line management practice of the team leads
- Conduct Stronger Together with direct reports (including Drug and Alcohol Team Leader, Senior Support Worker, Senior Nurse and others)
- Ensure team leaders (including Drug and Alcohol Team Leaders, Senior Support Worker, Nursing Team Leader and others) are maintaining professional development for their direct report staff, including Stronger Together and training and development
- Financial management including assistance with budget planning, management for allocated budgets and acting in accordance with the financial delegation policy
- Manage operations within delegation responsibilities
- Assist relevant Senior Operations Managers in tendering for public and private funds
- Maintain a safe and secure environment for residents, staff and visitors
- Comply with WHS policies, procedures and legislation within the workplace
- Produce required reporting to SVDPNWS SS management
- Fulfil reporting requirements to funders and other stakeholders
- Ensure compliance with Policies and Procedures (Freeman House, NSW Support Services and SVDP Society)
- Provide high level advice to Senior Operations Manager (Health) and other Senior Managers and Executive as required

### Service Planning and Evaluation, Quality and Research

- Work in partnership with Policy Coordinator to develop, implement, review and revise Freeman House specific policies, drug and alcohol policies including policies for Rendu house as well as general Support Services and NSW Society policies
- Work in partnership with the Quality Assurance Officer as well as other relevant staff to oversee quality assurance and accreditation processes
- Lead service planning and evaluation activities
- Work with Head of Performance and Outcomes and Senior Operations Manager- Health to develop a program logic model for Freeman House and other drug and alcohol services
- Oversee Special Works Reporting to the DCEO, CEO and Board
- Monitor and evaluate outcomes of care and accommodation, including developing and reviewing appropriate measures and performance indicators
- Lead and participate in research partnerships and seek opportunities to initiate and participate in research projects

### Partnerships

- First point of contact for partnership with Wellington Aboriginal Corporation Health Service and Maayu Mali partnership, including:
  - Participating in Maayu Mali Clinical Advisory Group
  - Leading Maayu Mali Case Review
  - Participating in Maayu Mali Intake Committee
  - Developing, implementing and evaluating Maayu Mali model of care
- Represent Freeman House, Rosalie House and SVDP NSW Support Services at external forums
- Maintain relationship with relevant stakeholders including in particular drug and alcohol stakeholders such as Ministry of Health, Department of Health, relevant Local Health Districts, other drug and alcohol program providers, peak bodies, interstate service providers, key research bodies such as NDARC and NDRI
- Develop and maintain local relationships with front line health staff including, in particular mental health staff and drug and alcohol staff, as well as emergency staff and local GPs
- Maintain relationships and partnerships with research and other similar bodies
- Maintain relationship with local St Vincent de Paul Society members and services and Executive Officer

### **Essential Criteria**

- High level understanding of the drug and alcohol policy context in NSW
- High level and significant demonstrable experience in managing drug and alcohol and other health related services
- Understanding of or significant experience with the provision of residential or accommodation services
- Previous management experience including financial management
- Tertiary qualifications in a relevant discipline
- High level understanding of program logic, ability to develop outcomes and indicators and utilise these and other methods to evaluate programs
- Ability to work with research bodies
- Demonstrated ability to lead and manage teams, including multidisciplinary teams
- Demonstrated ability to lead multiple teams and/or coordinate multiple projects
- Demonstrated ability to manage and develop staff
- Demonstrated ability to represent an organisation
- Demonstrable understanding of the issues related to managing clinical services
- Demonstrated understanding of Quality Improvement
- Demonstrated understanding of managing a service towards the achievement of accreditation standards
- Understanding of Risk Management
- Understanding of WHS standards and practices
- Willingness to work within the Mission and Values of the St Vincent de Paul Society

## **Desirable**

- Post graduate qualifications in relevant discipline
- Understanding of Specialist Homelessness Services
- Significant and well developed research skills
- Significant personal drug and alcohol or other related sector network

*The St Vincent de Paul Society is an Equal Employment Opportunity Employer*