

# **Position Description**

Position Title: Assistant AOD Program Manager Youth Withdrawal and Non-Residential Withdrawal Services

Program: Withdrawal & Coordinated Care

Reports to: Manager Withdrawal & Coordinated Care

Supervise: Registered Nurses, Assessment Clinicians, Case Workers, Support Workers, Administration staff

Date of review : 7/07/2017

**Our Mission**

Helping people to rebuild their lives.

**Our Vision**

We will provide a range of complementary treatment services to support individuals and families to assist them to recover from the harmful effects of drugs and alcohol. We will draw on our specialist expertise to increase community understanding of drug and alcohol related issues and we will develop a pro-active, educative focus to our work.

**Our Principles**

* Provide a range of approaches and give attention to all aspects of an individual.
* Provide unflagging belief and support for individuals who wish to change and grow.
* Respect differences in culture, religion, gender, age, family situation, background and economic status.
* Commit to honesty and respect in all our relationships.
* Draw on our expertise to develop new approaches to support treatment information and community education.
* Develop processes and practices that are open, fair and honest.

**What we believe**

We believe that people can **rebuild** their lives.

**Organisational Background**

Windana is a leading Melbourne-based drug and alcohol treatment organisation specialising in holistic recovery programs delivered in residential and non-residential settings. We help people rebuild their lives in safe, caring environments and throughout their entire recovery journey.

Founded in 1985, Windana is an independent organisation, incorporated under the Associations Incorporation (Reform Act) 2012 and governed by a Board of Management.

We offer medically supported withdrawal programs in addition to pioneering evidence-based, non-medical treatment programs. Clients choose from residential and a range of supportive community-based programs.

Windana is an Aboriginal word meaning ‘which way’? Our name refers to a crossroads, a turning point in life. For Windana, effective recovery is about offering people choices and tools to take their lives in a new direction. Clients turn to us looking for a way forward, a way out of drug and alcohol addiction, a way to wellness.

We help people who have become disconnected from their family, friends, children and community because of harmful use of substances including alcohol, heroin and methamphetamines (ice).

Our staff work across Windana’s inner-city St Kilda headquarters where its Adult Withdrawal House (DWH) is based; the Windana Youth Community House (WYCH) in Dandenong and the therapeutic community residential rehabilitation program at Maryknoll. Windana also offers a range of integrative care and recovery community programs for South East Melbourne, the Mornington Peninsula/Frankston and Barwon regions.

Windana has built a reputation for changing lives. Our holistic approach, our facilities and commitment to co-creating substance free futures with our clients has made us a provider of choice. Our highly qualified staff offer a depth of knowledge across substance abuse treatment, behavioural healthcare, psychology and integrative therapies. Staff work with empathy and care alongside the most complex cases, day by day.

Our programs are built around five pillars: love, trust, honesty, respect and responsibility. Client impact is critical to what we do. All Windana clients receive evidence-informed, best practice clinical treatments, supplemented by additional support services designed for each individual, their aspirations and needs.

We believe in the Windana way. We believe that change and growth are possible in all individuals as long as they so choose. Our purpose is holistic recovery, to build resilience and self-sufficiency the Windana way.

**Organisation Context:**

**Windana Youth Community House (WYCH)**

The Windana Youth Community House (WYCH) residential withdrawal service provides a holistic approach to alcohol and drug withdrawal which focuses on personal empowerment and incorporates western medicine supported by complementary therapies, harm minimisation, life-skills education, relapse prevention, diet/nutrition and exercise.

The inter-disciplinary team works from a bio psychosocial framework, which involves an integrated approach with clinical services, various community agencies, families and significant others. The team is also committed to promoting and increasing awareness of problematic substance use issues as they affect the wider community.

The youth residential withdrawal service is a 6 bed residential facility located in Dandenong and operates 24 hours a day, 365 days per year. The youth withdrawal unit offers a homelike environment for supported withdrawal from alcohol and other drugs. This may include medical and non-medical withdrawal and pharmacotherapy.

The program includes:

* Medical and nursing management
* Care Coordination and support services
* Complementary therapies – naturopath, yoga, mindfulness groups
* Exercise and recreation
* Individual counseling and group work including art therapy, nutrition, relapse prevention, harm minimisation and stress management

The client’s length of stay is determined on the individuals needs however is usually up to 15 days.

**Non-Residential Withdrawal Services (NRWS)**

The Non-Residential Withdrawal Services are located across a number of metropolitan and rural catchments including Geelong, Berwick, Dandenong and Frankston/Mornington Peninsula. These services are predominantly facilitated by registered nursing staff and supported by case workers and provide a safe, short to medium term withdrawal in the community.

These services aim to deliver timely, high-quality non-residential withdrawal for people seeking neuroadaptative reversal. Non-residential withdrawal will include a clinical withdrawal assessment, withdrawal treatment in the person’s home or at an AOD service and referral and information provision via face to face and telephone modalities. The services will be provided to clients that are low risk with an alcohol and/or drug dependence; clients with support of family and or friends, stable housing and clients accessing shared care arrangements. Clients will be assessed as either complex or standard and treatment plans will reflect such.

The non-residential withdrawal services operate within a partnership Consortia model within each of the regional catchments.

**Objectives of the position:**

The Assistant Manager Youth Withdrawal and Non-Residential Withdrawal Services is the Registered Nurse responsible for the day to day operational and clinical management of the 6 bed Windana youth residential withdrawal unit and the non-residential withdrawal services.

The purpose of the role is to lead, direct and coordinate interdisciplinary care for clients from referral through assessment, admission and discharge.

**Key Responsibilities:**

The Assistant Manager Youth Withdrawal and Non-Residential Withdrawal Services shall ensure that interdisciplinary practice is safe and efficient, contemporary and maintains standards of care through continual quality improvement processes by:

**Clinical and program management**

* Ensure sound and contemporary clinical practice is delivered for all clients including clinical risk assessment and management
* Participate in the development and implementation of strategic and operational requirements to ensure the programs have appropriate and contemporary access to medical services
* Lead the development and implementation of contemporary medication management strategies and processes
* Facilitate and ensure the delivery of education on complex clinical issues to clients, nursing and medical staff, other non-medical staff and families
* Ensure responsibility and supervision of the effective functioning of the client program
* Provide oversight and direction to assessment, nursing and support staff to ensure timely bed management and occupancy for residential unit
* Ensure regular and timely case reviews of all clients
* Monitor and manage the culture of the residential unit and non-residential withdrawal services with the aim of preventing crisis or cumulative stress
* Ensure accurate, timely and contemporaneous management of client files
* Ensure all clients have a current and accurate individual treatment and discharge plan that is regularly reviewed
* Develop and maintain links with internal and external programs relevant to service delivery

**Human Resource Management**

* Provide effective day to day and strategic leadership support and direction to the teams
* Manage and monitor staff performance across all domains including clinical practice, professional conduct and professional development including ensuring supervision and annual performance review and development plans are undertaken with all staff
* Ensure appropriate and timely diffusing and debriefing for staff following critical incidents
* Ensure accurate recording of staff hours worked and prepare timekeeping for each pay period
* Facilitate and take a lead role in the recruitment and orientation of staff and volunteers
* Take a lead role in coordinating student placements and monitoring of placements (in collaboration with People and Culture)
* Assist in the facilitation of staff development and training
* Provide oversight to ensure the staff roster is managed within budgetary constraints – appropriately matching client demand with staffing resources
* Monitor staff sick and personal leave and address where necessary
* Ensure monthly team meetings are conducted and minutes distributed to staff

**Financial management**

* Management of the program budgets in collaboration with the program manager and in accordance with the Delegation of Authority
* Day to day management and responsibility for petty cash reconciliation
* Ensure funded targets for Episodes of Care are met in a timely manner
* Oversight of the ACSO forensic reconciliation process to ensure clients are brokered and extensions requested in a timely manner
* Ensuring that ACSO retainer and Fee for Service targets and funding are met
* Participate in the development of projects and grants in collaboration with the Manager where identified

**Facilities management**

* Ensure all unit facilities and non-residential withdrawal facilities are monitored and repairs and maintenance logged in a timely manner
* Ensure clients and staff participate in maintaining a clean and safe physical environment
* Ensure timely quotes are provided for asset purchases where identified

**Governance**

* Ensure incident management and reporting systems operate within a quality improvement and governance framework
* Ensure risk management and emergency response strategies, policies, procedures and clinical governance are in place to ensure a safe environment for clients and staff
* Ensure all staff are familiar with relevant policy and procedures
* Monitor any OH&S issues in collaboration with the unit OH&S representative
* Monitor any infection control issues and seek remedy in a timely manner
* Actively participate in continuous quality improvement initiatives and initiate where identified
* Ensure client compliments and complaints are managed appropriately in line with procedural timeframes

**Other**

* To represent Windana in local and regional meetings and networks as required
* To participate in professional development opportunities as identified and negotiated with Program manager
* Participate in regular organisational leadership meetings as required
* Participate in organisational work groups and committees as identified

**Selection criteria**

**Key Selection Criteria**

1. Proven high level staff management and leadership skills within residential and non-residential withdrawal environments
2. Proven ability to manage and monitor staff performance across all domains including clinical practice, professional conduct and professional development
3. Proven effective financial and operational management including a working knowledge and understanding of key performance indicators and program targets and reconciliation
4. Sound knowledge of the principles of clinical risk assessment and management in a withdrawal environment and the proven ability to develop strategies to support clients with a co morbid mental illness and drug & alcohol issue
5. Demonstrated experience operating within a quality improvement and governance framework including incident management and policy and procedural development
6. Demonstrated high level of effective written and verbal communication skills
7. Proven ability to co-ordinate several activities simultaneously to meet identified outcomes and time lines
8. Awareness of legislation affecting Windana services e.g. Equal Opportunity, Mental Health, Disability Services, Children and Young People’s Act

**Mandatory Skills and Competencies**

* A current full driver’s licence
* Advanced level computer skills
* Empathetic to the values of Windana
* A proven commitment to your own professional development

**Qualifications Required**

* Current registration as a Division 1 Registered Nurse with the Australian Health Practitioner Regulation Agency (AHPRA)
* Post Graduate qualifications in AOD and/or mental health
* Senior First Aid certificate

**Employment Conditions**

Salary and conditions are in accordance with the Victorian Nurses Award with above award rates negotiated to ensure equity.

Remuneration Packaging is available in accordance with current legislation.

Windana operates under an Equal Opportunity Policy and Occupational Health & Safety Policy in accordance with current legislation.

Effective risk / quality management is a core competency expected of everybody involved in Windana administration, including all staff, management and volunteers. Leaders will be accountable for applying agreed risk / quality management policy and strategy in their area of responsibility.

Dual diagnosis knowledge, skills and experience is highly regarded.  If the applicant’s skills and experience are not evident, then a commitment to undertaking professional development as part of the employment contract will be required.

The Assistant Manager Youth Withdrawal and Non-Residential Withdrawal Services is expected to conduct her/himself with professional integrity towards clients according to the “Staff Code of Ethics” and maintain their professional responsibilities in line with the “Bill of Rights for Members and Clients”.

Under the Accident Compensation Act, it is the applicant’s duty to advise Windana of any pre-existing condition, which could be aggravated by the type of employment they are applying for. Failure to do so seriously jeopardises any entitlement the employee might have for a work-related aggravation of that non-disclosed pre-existing condition.

Agency vehicles are available for authorised use and these should be used at all times for work-related purposes.

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|  | **Responsibilities stated herein reflect the primary functions of this job and should not be construed as an exhaustive list of duties.**  **Employee Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_**  **Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** |  |