



## POSITION DESCRIPTION

Position Title	Consumer Consultant
Directorate:	N/A
Program	Clinical Governance
Award/Agreement	Windana Drug and Alcohol Recovery Inc. Enterprise Agreement 2016
Classification	Level 3.1
Reports to	Chair Clinical Governance
Direct reports	NIL
Date of Review	15/02/2021

<b>The Organisation</b>
<p>Since 1984, Windana has helped thousands of people recover from the harmful effects of drugs and alcohol and make meaningful change to lead healthy and fulfilling lives.</p> <p>Windana provides holistic, evidence-based services tailored to each person’s unique situation, wherever they may be on their recovery journey. These include residential withdrawal services, residential rehabilitation and a suite of community-based services.</p> <p>We work in and across sectors to improve and refine treatment services and increase community understanding to eliminate the stigma around drug and alcohol dependence, treatment and recovery.</p> <p><b>Our Mission</b></p> <p>Helping people to rebuild their lives.</p> <p><b>Our Principles</b></p> <ul style="list-style-type: none"> <li>• We believe that people can rebuild their lives.</li> <li>• We reduce the harms associated with alcohol and drug use in our communities.</li> <li>• We value individuality, and help people use their strengths and aspirations to guide their journey with Windana.</li> <li>• We embrace diversity in all its forms.</li> <li>• We acknowledge that the land on which we live, and work is, was and always will be Aboriginal Land, and pay our respects to the traditional elders, past, present, and emerging.</li> <li>• Our relationships are authentic, honest, and respectful.</li> <li>• We are a learning and knowledge-sharing organisation.</li> </ul>
<b>Program Information</b>
<p><b>Clinical Governance</b></p> <p>Clinical governance is defined as: ‘the system by which the governing body, managers, clinicians and staff share responsibility and accountability for the quality of care, supporting systems across the organisation to support continuous improvement, monitoring and review of risks, and fostering an environment of excellence of care for consumers/clients/residents’.</p>

<p>Windana has an effective level of Clinical Governance within all levels and services. We work to ensure continuous improvement in the safety and quality of treatment for the consumers of our services. Windana views its consumers as central to identifying safety and quality issues and solutions. When issues are raised appropriate solutions are implemented effectively.</p>	
<p><b>Position Objective</b></p>	
<p>Directly accountable to the Chair Clinical Governance, the Consumer Consultant provides the Clinical Governance Committee with expert advice, direction, and input as someone with a lived experience of substance dependence.</p>	
<p><b>Position Responsibilities</b></p>	
<ul style="list-style-type: none"> <li>• Attend clinical governance committee meetings as scheduled.</li> <li>• Prepare for all meetings including having read the meeting papers (including minutes of previous meetings and action list) and provide agenda items to the chair (where required).</li> <li>• Follow up on all action items as per the meeting requirements.</li> <li>• Advocate and provide insights from the consumer perspective on matters that are raised during the meeting and as part of working groups.</li> <li>• Contribute to and promote Windana’s work through the community and be a positive advocate for our work.</li> <li>• Assist with the facilitation of training to all staff on the principles, guidelines, and purpose of peer workers within the AOD service system, at Windana.</li> <li>• Acknowledge and respect the diversity in our clients and the many aspects of their lives – physical, psychological, spiritual, and social.</li> </ul>	
<p><b>Key Working Relationships</b></p>	
<p><b>Internal:</b></p> <p>CGC</p>	<p><b>External:</b></p> <p>Self Help Addiction Recovery Council (SHARC) Peer Capacity Building Project worker and team members.</p>
<p><b>Selection Criteria</b></p>	
<p><b>Mandatory Skills &amp; Competencies</b></p> <ul style="list-style-type: none"> <li>• Lived experience of alcohol and or other drug dependence.</li> <li>• Experience as a client/resident of Windana.</li> <li>• Understanding of different AOD treatment program models and approaches.</li> <li>• Understanding of organisational governance or willingness to learn.</li> <li>• Non-judgmental and open to different approaches to recovery and harm reduction.</li> <li>• High level interpersonal and communications skills, including active listening skills and clear speaking skills.</li> <li>• Empathetic to values of Windana</li> <li>• Ability to abide by the agency’s undertaking re: confidentiality and reporting requirements.</li> <li>• Committed to the process of positive change in the use of alcohol and other drugs of dependence.</li> </ul>	
<p><b>Qualifications</b></p> <ul style="list-style-type: none"> <li>• SHARC Peer Worker Training.</li> </ul>	

## Additional Requirements

All employees are required to:

- A valid Working with Children Check a National Police check are required for this position;
- Report to management any criminal charges or convictions you receive during your employment
- Comply with relevant Windana clinical and administrative policies and guidelines.
- Comply with and accept responsibility for ensuring the implementation of health and safety policies and procedures
- Desirable that the Consumer Consultant is someone that has an experience of being a client/resident of Windana.
- Fully co-operate with Windana in any action it considers necessary to maintain a working environment, which is safe, and without risk to health
- Protect confidential information from unauthorised disclosure and not use, disclose, or copy confidential information except for the purpose of and to the extent necessary to perform your employment duties at Windana
- Safeguard children and young people in our care, by ensuring that your interactions are positive and safe, and report any suspicions or concerns of abuse by any person internal or external to Windana management. Windana is committed to child safety and is a Child Safe organisation
- Be aware of and comply with the Windana Code of Ethics and Practice
- Have valid working rights to work in Australia

## General Information

- Employment terms and conditions are provided in accordance with the Windana Drug and Alcohol Recovery Inc. Enterprise Agreement 2016
- All positions at Windana are subject to on-going government funding.
- Remuneration Packaging is available in accordance with current legislation.
- Windana is an equal opportunity employer and is committed to providing for its employees a work environment which is free of harassment and/or discrimination. The organisation promotes diversity and awareness in the workplace.
- 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.
- 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. Windana reserves the right to modify position descriptions as required. Employees will be consulted when this occurs
- Redeployment to other services or sites within Windana may be required

I confirm I have read the Position Description, understand its content, and agree to work in accordance with the requirements of the position.

Employee Name: \_\_\_\_\_

Employee Signature: \_\_\_\_\_

Date: \_\_\_\_\_