

# **Position Description**

Position Title: Program Coordinator – Community Services

Program: Community Services

Reports to: Manager Community Services

Supervise: Family Program, Counselling Services (Bayside, SECADA), Care and Recovery Coordination, Intake & Assessment (SECADA), Art Therapy, Community AOD Support.

Date of review : 29/08/2019

**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, client-focused recovery services.

For more than 30 years, we have been helping people rebuild their lives in a safe, caring environment, supporting our clients wherever they are in the recovery process.

Windana assists close to 1500 people across Victoria per annum by providing AOD treatment services including residential withdrawal services, residential rehabilitation and a suite of non-residential services.

Windana is a QIP accredited organisation currently employing over 150 highly experienced staff delivering excellent services across multiple sites.

**Program Information:**

**Community Services**

The Community Services Team provides a range of community-based and outreach services including Family Services, Counselling, Care and Recovery Coordination, Intake and Assessment in South East, Community AOD Support, Art Therapy and the Windana Peer Support Group. In addition, from time to time there are projects developed to respond to emerging needs. Windana is in a period of significant growth and it is anticipated that the Community Services area may increase its capacity to provide service to the community.

**Family Program**

The Windana Family Program provides long-term and short-term outreach support and psychoeducation to Windana clients, with a history of problematic alcohol and drug use, who are parents, or their children’s carers. The program provides participants with effective parenting strategies in a culturally sensitive manner, assisting participants to reduce their substance use, strengthen their parenting capacity and family functioning, reducing isolation of parents and children, assist child with key life areas and introduce participants to community resources.

The program includes a partnership project with Anglicare – Functional Family Therapy (FFT), outposted in the Northern suburbs of Melbourne. The Family Program also includes Family Counsellingcomponent, with a focus on delivering culturally sensitive family counselling to families impacted by AOD use of their family members.

**SECADA Team**

South Eastern Consortium of Alcohol and Drug Alliance (SECADA) is a consortium of services comprised of Windana, Odyssey House Victoria, Monash Health, TaskForce, and Youth Substance Advocacy Service (YSAS). Windana is the lead agency for this consortium and Windana have teams contributing to the Intake and Assessment, Counselling and Non-Residential Withdrawal Services. The Program Coordinator Community Services supervises Counselling and Intake and Assessment Team at SECADA.

**Counselling Team**

The Windana AOD **Counselling Program** (Bayside and South East) offers Comprehensive AOD assessment, AOD specialised counselling to voluntary clients and to clients referred through the criminal justice system. The Bayside counselling team provides clinical guidance and support to Windana Peer Support program.

**Care and Recovery Coordination service**

Care and Recovery Coordination (CRC) service is designed for people who require coordinated and longer-term care integrating treatment and care pathways across multiple systems for people with the highest need or who are at greatest risk. It provides individualised and flexible support that supplements other alcohol and other drug treatment services over a longer period.

**Windana AOD Community Support**

Windana AOD Community Support (WACS) is a partnership between Windana and Sacred Heart Mission (SHM) based on an assertive outreach model of service.

The work of WACS includes assertive engagement, provision of information and referrals, education on harm minimisation strategies, support, assessment, group work, case management and brief counselling.

**Art Therapy**

The Windana **Art Therapy Program** provides group Art Therapy sessions across Windana residential programs and to community-based clients at St Kilda and Dandenong (SECADA).

**Objectives of the position:**

Directly reporting to Manager, Community Services, the Program Coordinator is responsible for the coordination of the day to day operational and clinical management of Community Services teams. Inherent in this role is the management of several diverse services and the supervision and support of staff.

**Key Responsibilities:**

The Program Coordinator, in collaboration with the Manager Community Services provides general oversight of the program’s operations and shall ensure that interdisciplinary practice is safe and efficient, contemporary and maintains standards of care in accordance with Windana’s policy and procedure framework.

**Clinical and program management**

* Ensure evidence informed clinical practice is delivered for all clients including clinical risk assessment and management
* Participate in the development and implementation of operational requirements to ensure the program has appropriate access to relevant health services
* Ensure the staff adhere to evidence informed therapeutic strategies
* Facilitate and ensure the delivery of education on complex clinical issues to staff, clients and families
* Ensure responsibility and supervision of the effective functioning of the day-to-day services delivery to clients
* Monitor regular and timely case reviews of program’s clients
* Monitor and manage the culture of the team to achieve optimal team culture
* Ensure accurate, and timely management of client records
* 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
* Ensure customer service support provided by reception staff is client centered and aligned with relevant Windana policies

**Human Resource Management**

* Provide effective day to day leadership support and direction to the interdisciplinary teams
* Manage and monitor staff performance across 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 reporting, 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)
* Facilitate staff development and training
* Facilitate and monitor Professional Development System
* Matching client demand with staffing resources
* Monitor funding targets and adjust resourcing accordingly in collaboration with the Manager Community Services
* Monitor staff sick and personal leave and address where necessary
* Ensure monthly team meetings are conducted and minutes distributed to staff

**Financial management**

* Day to day management and responsibility for petty cash reconciliation
* In collaboration with Manager provide oversight over training and supervision budget, as well as Art Materials (Art Therapy) and Clients’ activities budget (Family Program, Community AOD Support programs)
* Oversight of the ACSO forensic reconciliation process to ensure clients are brokered and extensions requested in a timely manner
* Ensure funded targets are met and data is recorded and reported in a timely manner
* Participate in the development of projects and grants in collaboration with the Manager where identified

**Governance**

* Ensure all staff are familiar with relevant policy and procedures
* Monitor any OH&S issues in collaboration with the unit OH&S representative
* Actively participate in continuous quality improvement initiatives and initiate where identified
* In collaboration with Manager ensure client compliments and complaints are managed appropriately in line with procedural timeframes
* Collaborate with the Manager to ensure the service meets the operational expectations of the relevant funding bodies

**Other**

* Maintain strong relationships both internally and externally with relevant key stakeholders
* 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 organizational leadership meetings as required
* Participate in organizational work groups and committees as identified
* Participate in the afterhours on call roster in accordance with the Windana policy

**Selection criteria**

**Key Selection Criteria**

1. Proven staff management and leadership skills (Community Sector, Health and Welfare Sector)
2. Proven ability to manage and monitor staff performance across domains including clinical practice, professional conduct and professional development
3. Proven effective 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 community based and outreach service delivery 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 procedure development
6. Demonstrated high level of effective written and verbal communication skills
7. Proven ability to prioritize work tasks to meet identified outcomes within timelines
8. Understanding of legislation affecting Windana services e.g. Equal Opportunity Act, Mental Health Act, Disability Services Act, Children and Young People’s Act, Child Safety Standards, Information Sharing Protocol for Family Violence, Severe Substance Dependent Persons Act 2010 etc.

**Qualifications Required**

* Relevant tertiary qualification – Health Science, Nursing, Counselling, Social Work or Psychology
* Current registration with a relevant professional body
* Completion of Certificate IV or Diploma in AOD and Mental Health or a commitment to complete studies

**Desirable**

* Leadership or management training undertaken will be viewed favourably
* Demonstrated capacity to coordinate diverse services within the program context
* Knowledge of psychosocial therapeutic interventions suitable for clients presenting with co-occurring AOD and mental health conditions, including trauma informed approaches, ASIST, Mental Health First Aid, CBT interventions and Risk assessment.
* Knowledge and awareness of Family Violence reforms
* Appropriate training in Family Inclusive Practice or demonstrated experience in working with families and children with complex needs, including drug and alcohol issues
* Understanding of the Victorian AOD service system.
* Senior First Aid certificate

**Additional requirements**

* A current full driver’s licence
* Advanced level computer skills
* Aligned with the values of Windana
* A demonstrated commitment to professional development

**Employment Conditions**

Salary and conditions are in accordance with the Windana Drug and Alcohol Recovery Inc. Enterprise Agreement 2016.

Remuneration Packaging is available in accordance with current legislation.

All positions at Windana are subject to on-going government funding.

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

A valid Working with Children Check is mandatory for this position and a police check will be administered for preferred candidates. We are a child safe and equal employment opportunity employer.

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 Program Coordinator – Community 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 Victorian Workcover legislation, 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.

Other employment conditions are as per the Agreement.

Windana is a smoke-free environment.

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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: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** |  |