

## POSITION DESCRIPTION

<b>Position Title:</b>	Team Leader
<b>Business Unit / Department:</b>	Westside Lodge Dual Diagnosis Rehabilitation Centre (DDRC)
<b>Division:</b>	Drug Health Services
<b>Award/Agreement:</b>	Medical Scientists, Pharmacists and Psychologists (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021 – 2025  Allied Health Professionals (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021 – 2026
<b>Classification:</b>	Psychologist: PL1 – PL4 Grade 3 (Year 1 – Year 4) Social Worker: Grade 3, -Year 1 to Year 4
<b>Reports To:</b>	<u>Operational:</u> Manager, Addiction Medicine & Residential Services  <u>Professional:</u> Psychologists: Director of Psychology Social Workers: Allied Health Manager - Social Work and Spiritual Care
<b>Direct Reports:</b>	Members of the Westside Lodge DDRC MDT Team, including <ul style="list-style-type: none"> <li>• Social Workers,</li> <li>• Psychologists,</li> <li>• Welfare Workers,</li> <li>• Dual Diagnosis Clinicians,</li> <li>• Program Coordinator</li> </ul>
<b>Date Prepared/Updated:</b>	22 April 2026

### Position Purpose

Westside Lodge Dual Diagnosis Rehabilitation Centre (“Westside Lodge”) is a state-wide residential rehabilitation service for adults who experience the Dual diagnoses of substance use and mental health issues. WSL DDRC provides a supportive and safe residential treatment environment over a period of up to three months, for people aged 18 years and over. The program offers a clinically led, integrated model of care that is holistic, person-centred and recovery focussed, delivered in a climate of support, mutual participation, and harm reduction. There is a strong emphasis on treatment being trauma informed. The overall aim of the program is to promote the wellbeing of consumers experiencing co-occurring use of alcohol and other drugs and mental health needs, who require this more integrated and specialised care and who are not suited to mainstream therapeutic settings.

The Westside Lodge Team Leader, as a senior clinician, supports the NUM and all staff by providing exemplary practice leadership across all therapeutic aspects of the program. This will be achieved by supporting staff to deliver evidence-based individual and group-based interventions within the residential rehabilitation setting. With a strong emphasis on supporting staff practice development, the Team Leader will act as an exemplar of client-centred treatment in leading the delivery of care, in line with Western Health’s Best Care framework.

### Our Vision

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## Business Unit Overview

### Operational

Drug Health Services delivers care within the Operations Directorate and is the main provider of integrated, multidisciplinary treatment and support services to people with substance use disorders in Melbourne's West.

Key features of this service include inpatient and outpatient specialist clinics, community residential withdrawal, dual diagnosis residential rehabilitation, consultation and liaison services, community adolescent and adult services, and specialist women's programs.

The service's innovative, person-centred programs include specialist support for adults and adolescents, many of whom have complex needs associated with factors such as mental health, trauma, family violence, poverty and homelessness. The service is strengthened through co-location with Western Health metropolitan hospitals, enabling the provision of care across the continuum from acute settings through to community-based treatments and recovery support.

### Professional

Allied Health provides a range of evidence based, client centred, specialist services at Western Health, across the care continuum, from admission within the emergency department through to discharge in the community. These services work across the spectrum of life, from neonates to the elderly.

The predominant focus of Allied Health is the return and optimisation of an individual's function, and wellbeing, from both physical and psycho-social perspectives. Activity is aligned with Western Health's Best Care Model and CARES values. Allied Health involvement is pivotal to efficient and effective multidisciplinary team functions, discharge planning, and patient centred care.

Western Health employs a range of Allied Health disciplines, each with unique specialist tertiary training and skills, including:

- Audiology
- Clinical Psychology and Neuropsychology
- Exercise Physiology
- Language Services
- Nutrition and Dietetics
- Occupational Therapy
- Physiotherapy & Exercise Physiology
- Podiatry
- Social Work
- Speech Pathology
- Spiritual Care

## Key Responsibilities

### Leadership:

- Consistently role model Western Health values, behaviours and the professional Code of Conduct when engaging with staff, consumers and colleagues.
- Undertake all relevant day to day operational tasks, including the coordination and management of available resources, to ensure the services operate at a high level of effectiveness and efficiency.
- Coordinate and support colleagues to develop and deliver a comprehensive psychosocial program which addresses problematic substance and poor mental health and subsequent complexity of issues
- Respond to and appropriately address issues, including those associated with risk, and any conflict that arises, escalating as appropriate.
- Work with Drug Health Services leadership team, the WSL leadership team and the wider WSL team to contribute to the development and ongoing renewal of WSL vision and strategy
- Build effective relationships with the client's family and significant others, relevant self-help and mutual aid groups, and other health and welfare services to support and enhance positive outcomes for clients
- Utilise ACSO COATS Penelope Portal to report on attendance, motivation, treatment goals, clinical and financial TCA completion as required.
- Undertake other duties as directed by the Manager, Addiction Medicine & Residential Services & Nurse Unit Manager

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- Conduct professional development plans for all direct reports on an annual basis or as required, liaising with the relevant professional reporting line for input.
- Contribute to the development, implementation and review of policies and procedures.
- Demonstrate proactive engagement with Key Performance Indicators (KPIs), supporting both team and service-wide performance goals.

#### **Research**

- Facilitate opportunities for consumers and carers to provide feedback through established processes (e.g., feedback forms, experience of care surveys, discharge surveys), ensuring their perspectives inform service improvement.
- Apply evidence and research findings to support enhancements in consumer care, clinical practice and service delivery.
- Demonstrate curiosity and initiative in identifying opportunities to improve practice and outcomes.
- Actively promote evidence-based practice by sharing knowledge and insights at internal and external forums.
- Contribute to quality improvement and research projects in alignment with service priorities

#### **Evidence Based practice:**

- Maintain familiarity with and consistently comply with local and organisational policies, procedures and guidelines.
- Align professional activities with Western Health's Strategic Priorities, ensuring service delivery reflects organisational goals.
- Be familiar with legislation relevant to the service (e.g. Mental Health Act, Health Information Act, Severe Substance Dependence Treatment Act, etc.)
- Apply behaviours that support thorough risk assessment and management, safeguarding consumer safety and wellbeing while fostering a therapeutic environment.
- Utilise trauma-informed practice and recovery principles as a foundation for care delivery. · Recognise and value the importance of lived experience and carer involvement in consumer care, actively incorporating these perspectives into practice.
- Contribute to service development by participating in continuous improvement initiatives and identifying opportunities for innovation.
- Using evidence-based practice, participate in evaluation of the progress of individuals and groups towards expected outcomes and reformulation of care plans.
- Contribute to adverse event investigations, and undertake individual and team-based reflective practice
- Participate in new initiatives to enhance patient and consumer outcomes and experience, or staff employment outcomes and experience
- Act to ensure safety by managing clinical risk and intervene, as necessary, to achieve optimal outcomes for patients/consumers and teams

#### **Education & Learning**

- Demonstrate responsibility for ongoing Continuing Professional Development (CPD), actively maintaining a CPD portfolio in line with professional standards.
- Participate in continuous learning opportunities and contribute to the development of up-to-date educational resources for consumers, families and carers.
- Support new staff through orientation, buddy roles and formal preceptorship, fostering a positive and supportive learning environment.
- Showcase professional achievements and improvement activities to promote shared learning and innovation.
- Provide timely, constructive feedback to students, early career and novice staff, supporting their professional growth.
- Seek feedback on personal practice, including active participation in annual performance discussions, as part of a commitment to reflective practice.
- Share knowledge and expertise with colleagues through both informal and formal forums such as huddles, in-services, presentations, education forums and team meetings.
- Consistently demonstrate and promote Western Health's values in all professional and educational activities.

In addition to the key responsibilities specific to your role, you are required to deliver on the [WH AH Capability Framework](#) and the [Key Organisational Accountabilities](#) which are aligned with the Western Health strategic aims.

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## Key Working Relationships

### Internal:

- Drug Health Services employees
- Nurse Unit Manager
- Manager, Addiction Medicine & Residential Services
- Director of Psychology
- Allied Health Manager – Social Work and Spiritual Care
- Director of Drug Health Services
- Head of Unit – Drug Health Services
- Practice Manager – Drug Health Services
- Intake Team Leader
- Peer Support Worker Team Leader
- Individual clients and their families

### External:

- Centralised assessment and intake services
- Care and Recovery Coordinators
- External group program facilitators
- Catchment and Planning functions
- Counselling services
- Non-residential and Residential Withdrawal
- Area Mental Health services
- Australian Community Support Organisation—Community Offenders Advice and Treatment Service (ACSO-COATS)
- Courts and Corrections
- DHHS
- Drug and Alcohol Community Service organisations and Community based organisations, GPs, psychiatrists, psychologists and all other Allied Health Professionals

## Selection Criteria

### Essential

#### Psychologists:

- Minimum of five years professional experience as a psychologist Grade 2 (or equivalent).
- Hold current general registration as a Psychologist with AHPRA.
- Possession of Master of Psychology or above in Clinical Psychology.
- Hold an Area of Practice Endorsement in Clinical Psychology.
- Hold current registration as a PsyBA Board Approved Supervisor for Higher Degree Students and Registrars.

#### Social Workers:

- Bachelor/Qualifying Master of Social Work degree and eligibility for AASW membership
- Minimum 7 years clinical social work experience, preferably in a hospital/health care setting
- Experience in leadership and supervision of staff
- Highly developed interpersonal, written and electronic communication skills
- Research and quality activity experience
- Computer literacy
- Current Working with Children Check

### Additional Essential Criteria

- Relevant qualifications in Psychology or Social Work in Australia
- Relevant post graduate qualification where applicable
- Excellent written and verbal communication skills and a proven capacity to negotiate with clients, staff and other stakeholders
- Demonstrated experience in the provision of Drug & Alcohol/Mental Health services to clients and/or their families
- Demonstrated ability to lead a team
- Knowledge of the biopsychosocial effects of substance use and poor mental health and its impact on individuals, families and significant others and the community
- Knowledge of contemporary practices in the AOD treatment field, in particular those related to AOD counselling

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- Demonstrated experience of program evaluation and continuous quality and safety improvements
- Demonstrated ability to effectively manage complex client issues
- Demonstrated ability to work effectively within an MDT
- Demonstrated sensitivity to the diverse needs of marginalised groups
- Proven ability to set priorities, monitor workflow and develop 'best practice' work standards in conjunction with program staff
- Current driving license
- Advanced computer literacy skills
- Post Graduate qualifications in AOD treatment, therapeutic interventions or management
- Maintain up to date knowledge of issues, trends and government policies in the delivery of AOD services and in the health industry generally
- Experience in providing educative interventions to reduce harms associated with substance use

**Desirable**

- High performance standards for self and others.
- Previous clinical experience and leadership in a drug and alcohol rehabilitation setting.
- Experience in providing leadership in team and departmental research and evaluation activities.
- Experience in the provision of person-centred care that is least restrictive, respectful, is trauma-informed, recovery-focused, in line with the principles of harm reduction, and is family and carer-inclusive.
- Experience in working with diverse patient populations (i.e., Aboriginal and Torres Strait Islanders, and other culturally and linguistically diverse communities) including working with interpreters.
- Knowledge and understanding of relevant legislation (e.g., Severe Substance Dependence Treatment Act 2010; Mental Health Act 2014, Information Privacy Act 2000, and the Health Records Act 2001).
- Knowledge and compliance with the AHPRA Code of Conduct.
- Commitment in development of learning, teaching and research-oriented work
- Prior service delivery planning
- Demonstrated capacity to collaborate with staff and service users to assist in the development of appropriate service delivery models

**Desirable Personal Attributes**

- Self-Motivated
- Broad systems and innovative thinking
- Compassionate and empathetic approach
- Ability to influence others
- Open to new ideas
- Mindful observation
- Timely informed decision making
- People oriented
- Collaborative approach
- Confidence in own ability
- Builds rapport
- Embraces self-growth and continual learning
- Adaptable, flexible, and persistent as required
- Takes direction
- Effective delegator
- Resilience
- Positive outlook

**Leadership Capabilities**

Leadership Capability	Definition
<b>Plan and aligns</b>	Planning and prioritising work to meet commitments aligned with organisational goals
<b>Drives vision and purpose</b>	Painting a compelling picture of the vision and strategy that motivates others into action

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<b>Ensures accountability</b>	Holding self and others accountable to meet commitments
<b>Strategic mindset</b>	Seeing ahead to future possibilities and translating them into breakthrough strategies
<b>Instils trust</b>	Gaining the confidence and trust of others through honesty, integrity, and sincerity
<b>Communicates effectively</b>	Developing and delivering multi-mode communications that convey a clear understanding of the unique needs of different audiences
<b>Situational adaptability</b>	Adapting approach and demeanour in real time to match the shifting demands of different situations.
<b>Collaborates</b>	Building partnerships and working collaboratively with others to meet shared objectives
<b>Builds effective teams</b>	Building strong-identity teams that apply their diverse skills and perspectives to achieve common goals.
<b>Customer focus</b>	Building strong customer relationships and delivering customer-centric solutions

### Additional Requirements

All employees are required to:

- Obtain a police / criminal history check prior to employment.
- Obtain a working with children check prior to employment (if requested)
- Obtain an Immunisation Health Clearance prior to employment.
- Report to management any criminal charges or convictions you receive during the course of your employment.
- Comply with relevant Western Health clinical and administrative policies and guidelines.
- Comply with and accept responsibility for ensuring the implementation of health and safety policies and procedures.
- Fully co-operate with Western Health 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 Western Health
- 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 Western Health
- Be aware of and comply with relevant legislation: Public Administration Act 2004, Victorian Charter of Human Rights and Responsibilities Act 2006, the Victorian Occupational Health and Safety Act 2004, the Victorian Occupational Health and Safety Regulations 2017 (OHS Regulations 2017), Fair Work Act 2009 (as amended), Occupational Health and Safety (Psychological Health) Regulations 2025, the Privacy Act 1988 and responsibilities under s141 Health Services Act with regard to the sharing of health information, Part 5A of the Family Violence Protection Act 2008 and Part 6A of the Child Wellbeing and Safety Act 2005.
- Be aware of and comply with the Code of Conduct for Victorian Public Sector Employees and other Western Health employment guidelines.

### General Information

- Redeployment to other services or sites within Western Health may be required
- Employment terms and conditions are provided according to relevant award/agreement
- Western Health is an equal opportunity employer and is committed to providing for its employees a work environment which is free of harassment or discrimination. The organisation promotes diversity and awareness in the workplace
- 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. Western Health reserves the right to modify position descriptions as required. Employees will be consulted when this occurs
- Western Health is a smoke free environment

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

Employee's Name:

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Employee's Signature:

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Date:

[Click here to enter a date.](#)

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