

POSITION DESCRIPTION

Position Title:	Manager – Addiction Medicine & Residential Services
Business Unit/Department:	Drug Health Services
Division:	Operations Directorate
Award/Agreement:	Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Workers) Single Interest Enterprise 2021-2025
Classification:	HS6
Reports To:	Director, Drug Health Services
Direct Reports:	Nurse Unit Managers, Team Leaders
Date Prepared/Updated:	28 May 2025

Position Purpose

The Manager - Addiction Medicine and Residential Services works with the Director and the Head of Unit Addiction Medicine to provide effective and efficient leadership and management, as well as operational and financial governance of Addiction Medicine and Residential Services, ensuring the efficient use of resources and safe provision of care.

Working collaboratively with other Drug Health Services consultants and program managers, and across Western Health divisions, the Manager will provide seek opportunities for service growth and support the recognition and treatment of patients presenting with substance use issues across Western Health.

Addiction Medicine services include outpatient clinics for hospital and community referrals, a thriving Nurse Practitioner Clinic, a growing Consultant Liaison Team, and embedded Clinical Nurse Consultant support within Sunshine and Footscray Hospital Emergency Departments. Along w

Bed-based services include 16 Community Residential Withdrawal beds (12 adult, 4 youth), and a 30-bed Dual Diagnosis Residential Rehabilitation Unit (Westside Lodge). Both units are overseen by a Nurse Unit Manager, as well as receiving Addiction Medicine support in the context of a multidisciplinary team environment.

Our Vision

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Business Unit Overview
<p>Drug Health Services is one of the most diverse specialist agencies in Victoria for the management of substance use, providing a range of residential and non-residential community and hospital-based alcohol and other drug treatment programs.</p> <p>The service caters to people across the development lifespan, with youth and adult programs, as well as specialist programs for women and for people with co-morbid AOD and mental health care needs.</p> <p>As well as community AOD programs, we offer Addiction Medicine Services to the community and within the Western Health hospital in-patient network.</p> <p>The service is committed to harm reduction as a guiding principle of practice, enabling clients to determine the pace and type of change they are seeking. This takes place within a robust governance environment, where treatment options are evidence-based and matched to presenting need.</p>
Key Responsibilities
<ul style="list-style-type: none"> • Oversee the safe and efficient operation of services • Ensure activity data is adequately recorded and reported to meet required KPIs • Actively seek opportunities for service growth both within Western Health and in community-based service delivery contexts • Support the establishment of partnerships with patients and carers when designing, implementing and maintaining systems • Understand and address key local quality, safety and patient experience issues • Promote and foster a culture of clinical safety, continuous improvement and innovation • Promote evidence-based practice and research within the service • Ensure the responsible use and management of resources and equipment • Facilitate service development, operational planning and plan implementation. • Ensure any development of the clinical service is congruent with the organisational strategic directions and Clinical Services Plan. • Coordinate formulation and management of service budgets in liaison with the Director, Head of Unit, Business Analyst, and relevant staff from within the Directorate. • Be responsible for achievement of activity, KPI's and financial targets on a monthly and annual basis. • Monitor facility occupancy against staffing levels and identify and address variances. • Act as a role model and mentor and model the Western Health values in leadership behaviours • Monitor industry trends and advise on emerging issues/opportunities • Support Unit Managers in acquiring, maintaining and utilising the skills required to effectively meet KPIs for financial performance of the Residential Units • As part of the DHS Senior Leadership Team, actively contribute to program wide business and strategic planning <p>In addition to the key responsibilities specific to your role, you are required to deliver on the Key Organisational Accountabilities which are aligned with the Western Health strategic aims.</p>
Key Working Relationships
<p>Internal:</p> <ul style="list-style-type: none"> • Director - Drug Health Services • Head of Unit - Addiction Medicine • Director of Nursing • Business Analyst • Business Partner - People Services • Quality Coordinators • Drug Health Services Program Managers

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- Nurse Unit Managers
- New Footscray Hospital Project Team
- Divisional Directors/Directors
- Clinical Services Directors
- Staff and Volunteers at all sites

External:

- Department of Health
- Patients and their significant others
- Other healthcare networks and service providers

Selection Criteria

Essential

The candidate should be able to demonstrate that they have the following:

- Extensive clinical and/or management experience within a large, complex healthcare or other relevant organisation, preferably at a senior level
- Ability to manage and lead people, including a highly educated workforce
- Ability to consult and collaborate with others and work as an effective member of a team to deliver organisational outcomes
- Ability to work at both a strategic and operational level within a complex organisation
- Excellent communication skills, both written and verbal
- Effective negotiation skills
- Demonstrated ability to work within a constantly changing environment, to negotiate creative solutions to complex problems, and strong understanding of change management and improvement approaches
- Excellent interpersonal skills

Desirable

- Relevant postgraduate management qualification, preferably at a Masters Level or working towards

Leadership Capabilities

Leadership Capability	Definition
Manages complexity	Making sense of complex, high quantity, and sometimes contradictory information to effectively solve problems
Decision quality	Making good and timely decisions that keep the organisation moving forward
Plans and aligns	Planning and prioritizing work to meet commitments aligned with organisational goals
Optimise work processes	Knowing the most effective and efficient processes to get things done, with a focus on continuous improvement
Ensures accountability	Holding self and others accountable to meet commitments
Values differences	Recognizing the value that different perspectives and cultures bring to an organisation
Communicates effectively	Developing and delivering multi-mode communications that convey a clear understanding of the unique needs of different audiences
Persuades	Using compelling arguments to gain the support and commitment of others

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Manages ambiguity	Operates effectively, even when things are not certain, or the way forward is not clear
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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), the Privacy Act 1988 and responsibilities under s141 Health Services Act with regard to the sharing of health information, the Family Violence and Child Information Sharing Schemes, Part 5A and 6A Family Violence Protection Act 2008
- 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
- Western Health is committed to Gender Equity
- Western Health provides support to all personnel experiencing family and domestic violence
- 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

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:	Click here to enter the Employee's name.	
Employee's Signature:		Date: Click here to enter a date.

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