

POSITION DESCRIPTION

Position Title:	Team Leader - Alcohol & Other Drugs (AOD) Intake, Assessment & Specialist Pharmacotherapy Service
Business Unit/Department:	Drug Health & Addiction Medicine
Division:	Drug Health Services
Award/Agreement:	Nurses & Midwives (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement; Health Professionals (Vic Public Health Sector) Single Interest Enterprise Agreement
Classification:	Clinical Consultant C; Qualified Social Worker - Grade 3; Community Development Worker - Class 3
Reports To:	Operational: Community Programs Manager; Professionally: Director of Nursing & Midwifery (relevant to qualification); Clinically: Head of Unit - Addiction Medicine
Direct Reports:	N/A
Date Prepared/Updated:	29 May 2025

Position Purpose

The Team Leader of Adult Services – Intake & Assessment and the Specialist Pharmacotherapy Service plays a key leadership role within Drug Health Services, contributing to service excellence through demonstrating strategic planning, integrity, humility, enthusiasm and Western Health (WH) Values while ensuring a collaborative leadership and clear vision of future goals.

This role holds operational and clinical responsibility both clinically and operationally for the intake, assessment and specialist pharmacotherapy service, ensuring streamlined access and coordinated care:


- Ensuring efficient access and flow of appropriate clients into Adult and Adolescent Community Residential Withdrawal Services.
- Westside Lodge Dual Diagnosis Rehabilitation Centre.
- Non-residential community programs, such as the Women's Day Therapeutic Rehabilitation Program, Addiction medicine pharmacotherapy clinics, Counselling, Care & Recovery, and the Non-residential Withdrawal programs.

Additionally, the Team Leader will identify and lead quality improvement activities and service improvement initiatives and is responsible for operational supervision, team meetings, conducting or contributing to quality projects, professional development reviews and performance management processes. They are expected to model Western Health values and foster a cohesive, motivated team culture focused on safe, person-centred, and evidence-informed care.

Our Vision

Together, we deliver the healthcare of the future.
Providing the Best Care for the people of the West, in the right place and at the right time.

<p>As a nurse, acting as a Clinical Nurse Consultant (CNC) will work within the area of specialisation team in the supervision, implementation and management of the specialist services and related strategic planning at Western Health.</p> <p>As a member of a specialist team the CNC will provide expert and evidence-based direction to ensure service standards and practices related to their area of expertise are maintained and improved across all services of Western Health.</p> <p>As a member of the health care team, the CNC is at the forefront of the provision of high-quality nursing care to consumers on a day-to-day basis.</p> <p>As a professional, the CNC is accountable for:</p> <ul style="list-style-type: none"> • The maintenance of their own clinical knowledge, further education and working within the confines of their specific scope of practice at all times, in accordance with the boundaries set by their experience and skill. • Ensuring that they are registered to work as a Registered Nurse in Australia at all times whilst working as a nurse within Western Health and practice in alignment with Nursing & Midwifery Board of Australia (NMBA) Registered Nurse Standards for Practice. <p>The role of the CNC is working and providing advice and support to a multidisciplinary team environment to ensure an efficient program which meets the growing needs of this area of healthcare, incorporates the following activities; consumer advocacy, collaborative consumer and unit management, research, supervision and mentorship/preceptorship, interaction/liaison with multidisciplinary team, accurate and timely documentation.</p> <p>The CNC will contribute to providing quality health and well-being services for our consumers demonstrating proficient to expert behaviours across the five domains of leadership, research, evidence-based practice, education & learning and clinical expertise as identified in the Western Health Nursing and Midwifery Professional Practice Framework.</p>
--

<p>Business Unit Overview</p> <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. 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. As well as community AOD programs, we offer Addiction Medicine Services to the community and within the Western Health hospital in-patient network. 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>
<p>Key Responsibilities</p> <p> Leadership</p> <ul style="list-style-type: none"> • Communicates information and expectations clearly and concisely in a way that builds effective and collaborative working relationships with others. • Maintains a professional demeanour and serves as a role model for all nursing staff, both as a clinician and in line with behavioural expectations. • Provides leadership in clinical situations demanding action. • Take accountability for own actions and others under direction and sphere of responsibility • Promotes a culture of innovation, education, excellence and consumer/client first focus, through policies and practices that support and recognise individual and collective team contribution. • Demonstrates strong mentoring skills within the nursing and multidisciplinary team and supports succession planning.

Our Vision

**Together, we deliver the healthcare of the future.
Providing the Best Care for the people of the West, in the right place and at the right time.**

- As an expert resource, provides expert clinical knowledge and direction to ensure that clinical standards, policies and procedures promote a consumer focussed model of care.
- Exhibit a high level of emotional self-control and flexibility in complex, changing, and/or ambiguous situations and when confronted with challenges maintains and fosters relationships with appropriate internal and external stakeholders.
- Provide day to day operational support and supervision to clinical staff.
- Manages leave requests and Rostering.
- Acts as a role model for team members.
- Ensures staff achieve annual competencies.
- Monitor staff performance.
- Conduct annual performance development and review appraisals.
- Monitor clinician caseloads balancing quality of care with client access and throughput to achieve KPIs.
- Ensure staff understand and apply relevant client management systems.
- Manage incident and Riskman reporting.
- Ensures that intake operate efficiently and supports the flow of clients into AOD residential and non-residential treatment services.
- Professionally represent Western Health DHS in external liaison activities.
- Work to facilitate and improve links with external providers.
- Disseminate relevant information to staff in a timely manner.
- Contribute to policy and procedure review and development.
- Collaborate with Addiction Medicine and Clinical Liaison Team related to Opiate Replacement Therapy activities.
- Contribute to Continuous Quality Improvement activities.
- Conduct monthly OHS reviews and report OHS concerns to the Manager of Community Programs and Health Safety Representative for designated work group.
- Identify service gaps and contribute to the facilitation of appropriate service and system responses.
- Attend leadership development programs to develop skills.
- Coordinate and chair relevant staff meeting.
- Attend leadership development programs to develop skills.
- Chair clinical governance meeting where potential admissions into the Withdrawal and Rehabilitation services are presented and discussed to promote best care.
- Act up and perform higher duties in the Community Programmes Manager absence.
- Where necessary, implement disciplinary, grievance or performance management procedures in consultation with the Community Programs Manager and People & Culture Business Partner.
- Undertake other duties as directed by the Manager.

Ensure that Adult Services Clinicians:

- Provide high quality engagement, assessment, treatment and support services to individuals and their families, using best practice principles including Family Inclusive Practice.
- Document all interactions with clients in the clinical file and complete all other documentation as required in a confidential and timely manner.
- Provide flexible coordination and support targeted interventions to clients and family members to enhance the client's engagement and retention in treatment and facilitate re-entry for clients who have disengaged or relapsed following treatment.
- Building upon assessment completed by Centralised Assessment & Intake to develop holistic formulation treatment plans that respond to the complexity of needs.
- Complete Comprehensive Assessment and develop treatment plans.
- Develop and sustain shared care models to support clients access to treatment.
- Provide secondary consultation to and work collaboratively with community prescribers and dispensers to increase capacity for clients to transition from specialised services to community-based ORT.
- Work collaboratively with community-based ORT stakeholders to ensure safe transition of client care.
- Have a strong understanding of IM and intranasal Naloxone training and administration.
- Have an excellent understanding of methadone and buprenorphine treatment (sublingual and LAIB)
- Have a strong understanding of the Needle and Syringe Program system and the ability to train clients and health professionals in safe injecting.

Our Vision

**Together, we deliver the healthcare of the future.
Providing the Best Care for the people of the West, in the right place and at the right time.**

- Provision of harm reduction information and education.
- Coordination of and contribution to case conferences to facilitate integrated and consistent treatment across services.
- Work with clients and their families to develop holistic discharge plans that support meaningful social and economic participation and other practical aspects of recovery.
- To provide treatment (as required) to clients that is responsive to their complex needs and the needs of their family and significant others.
- Develop, maintain and enhance collaborative and productive working relationships with a range of stakeholders, including GPs, mental health services, hospitals, family services, housing workers and homeless support, child protection, debt/financial counselling, employment service and other stakeholders.
- Establish and maintain strong interagency connections with all AOD services across the catchments to improve recovery pathways for clients. This includes, but is not limited to, Centralised Intake and Assessment, Non-residential and Residential withdrawal, CRC, Residential rehabilitation, Addiction Medicine, MH AOD Hub and Youth services as well as other AOD family and mental health service types.
- Develop strong community and sector connections to support improved coordination of catchment service planning, delivery and review and avoid service duplication of recovery supports.
- Participate in clinical reviews to ensure appropriate treatment planning and care coordination is in place and reviewed regularly.
- Identify the needs of vulnerable children, working with families to develop safety plans and facilitating referrals to partner Child First and Family service agents.
- MARAM requirements are followed up or initiated when working with clients at risk / or experiencing Family Violence
- Provide clinical expertise and secondary consultation to other health and welfare services.
- Actively participate in the revision and development of policies, clinical guidelines and treatment.
- Contribute to the achievement of quality improvement, both in terms of individual and program performance by encouraging an environment where high quality work is achieved and supported by the adherence to/development of quality systems documentation.
- Participate in relevant community forums and provide feedback to DHS about issues arising in the community in relation to substance use and/or the Services provision at DHS.
- Support and contribute to the mentoring and supervision of others.
- Complete all mandatory training by the due date.
- Participate in DHS approved research projects, maintaining a high standard of ethical conduct, quality service provision and reflective learning.
- Participate in Operational and Clinical supervision to ensure efficiency around procedures and processes and clinical development and excellence.
- Other duties as directed by Management.



Research

- Obtains feedback through means such as surveys to ascertain whether service standards meet stakeholder expectations and responds to any identified deficits.
- Identifies areas that require improvement through observation, audits, incidents and staff feedback and implements improvement initiatives accordingly.
- Lead quality or practice improvement initiatives at local level and/or contributes to quality or practice improvement initiatives at program or organisational level.
- Apply research evidence to clinical practice, has well developed strategies to inform practice in the absence of high level evidence.



Evidence Based Practice

- Using evidence-based practice, participate in evaluation of the progress of individuals and groups towards expected outcomes and reformulation of care plans.
- Be familiar with local and organisational policies, procedures and guidelines.
- Contribute to adverse event investigations and undertake individual and team-based reflective practice.

Our Vision

**Together, we deliver the healthcare of the future.
Providing the Best Care for the people of the West, in the right place and at the right time.**

- Continuously reviews existing practices and policies according to evidence-based practice to minimise adverse, promote positive consumer outcomes and identify areas of improvement in nursing practice.
- Participate in new initiatives to enhance patient and consumer outcomes and experience, or staff employment outcomes and experience.
- Identifies opportunities for process redesign and to support staff in the implementation of redesign projects and activities.
- Be aware of Western Health's Strategic Priorities, and ensure activities align with these priorities.



Education & Learning

- Maintains and updates own professional development portfolio to demonstrate an ongoing commitment to learning and best practice.
- Exchange and share information from participation in seminars and conferences with colleagues via huddles, in-services, presentations, education forums, team and other meetings.
- Provides education within area of extended nursing knowledge, skills & essence of nursing to multidisciplinary team members and consumers/families.
- Works with less experienced nurses to develop their capabilities.
- Promote the development of, and involvement in, professional networks and learning communities.
- Develop and evaluate policy initiatives that aim to foster patient/consumer involvement and provide them with real and meaningful choices about treatment options.



Clinical Expertise

- In a consulting capacity, provides clinical nursing expertise and direction in line with clinical standards policies and procedures to both internal and external customers, including providing high level nursing assessment, care planning and interventions/procedures.
- Is responsible for a timely response to referrals and manages and provides assistance to others in prioritisation and completion of tasks such as completion of necessary statistical data, including entry to support financial recuperation as appropriate.
- Act as a primary resource in relevant area and ensure the provision of high quality, culturally sensitive consumer care in partnership with consumers, their significant others and other members of the multidisciplinary care team.
- Provides an efficient and customer focussed service commensurate with senior status and role. Analyses situations and make appropriate decisions in a timely manner that meets the needs of consumers, staff and organisation.
- Act to ensure safety by managing clinical risk and intervene, as necessary, to achieve optimal outcomes for patients/consumers and teams.
- Represents clinical specialty in multidisciplinary working groups.
- Contributes to a Quality and Business Plan as required in accordance with the National Safety and Quality Health Service Standards and Western Health Guidelines.

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.

Key Working Relationships

Internal:

- Director of Nursing and Midwifery
- Divisional Director
- Clinical Service Director
- Operations Manager
- Heads of Units
- Medical staff
- Nurse Unit Manager
- Nursing staff
- Drug Health Services staff

Our Vision

**Together, we deliver the healthcare of the future.
Providing the Best Care for the people of the West, in the right place and at the right time.**

<p>External:</p> <ul style="list-style-type: none"> • Consumers, Next of Kin or Enduring Power Attorney • General practitioners and broader Western Health Community Partners • Community-based Alcohol and Other Drug Treatment providers • Other Community-based care providers • Mental Health Community and Residential Services
<p>Selection Criteria</p>
<p>Essential:</p> <ul style="list-style-type: none"> • Current registration as a Registered Nurse with AHPRA or Australian Association of Social Work, or Community Work Australia. • Experience working in a senior clinical role. • Demonstrated ability to deliver quality consumer care and possession of excellent clinical skills • Demonstrated experience working effectively independently and also within a multidisciplinary team environment with minimal supervision. • Demonstrated time management, organisation and planning skills • High level verbal and written communication skills • Experience in the use of technology to create clear and concise documents, reports and proficiency with the Microsoft Office suite • Demonstrated commitment to developing and improving personal education and skills appropriate to the position • Experience in the development, implementation and review of policy, procedures and guidelines. • Current Victorian driver's license. • Knowledge of Victorian, Australian and international standards and guidelines relating to AOD • Understanding of, and commitment to, the principles and practices of harm minimisation in the AOD/mental health field • Strong understanding of the biopsychosocial effects of substance use and poor mental health and its impact on individuals, families and significant others and the community. <p>Desirable:</p> <ul style="list-style-type: none"> • Have completed or be working towards a master's in nursing or Post Graduate Diploma in area of specialty • Demonstrated knowledge of quality management and improvement methodologies • Demonstrated experience in research projects and publication of research activities. • Demonstrated experience using strategies and processes to monitor and improve patient/client flow • Post Graduate qualifications in AOD/Mental Health areas • Knowledge of issues, trends and government policies in the delivery of AOD services and in the health industry in general
<p>Additional Requirements</p>
<p>All employees are required to:</p> <ul style="list-style-type: none"> • 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

Our Vision

**Together, we deliver the healthcare of the future.
Providing the Best Care for the people of the West, in the right place and at the right time.**

- 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, Safe Patient Care Act 2015, Mental Health & Wellbeing Act 2023
- 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: _____

Employee's Signature: _____ Date: _____

Our Vision

**Together, we deliver the healthcare of the future.
Providing the Best Care for the people of the West, in the right place and at the right time.**