

POSITION DESCRIPTION

Position Title:	Team Leader - Alcohol & Other Drug (AOD) Specialist Services
Business Unit/Department:	Operations Directorate
Division:	Drug Health Services
Award/Agreement:	Allied Health Professionals (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement
Classification:	<i>Social Worker:</i> Grade 3 – Year 1 to Year 4 (SC31 to SC34); <i>Community Development Worker:</i> Class 3 – Year 1 to Year 4 (XY4 to ON40)
Reports To:	<i>Operational:</i> Community Programmes Manager; Director - Drug Health Services; <i>Professional:</i> Grade 4/Discipline Manager
Direct Reports:	AOD Specialist Services Clinicians
Date Prepared/Updated:	29 June 2026

Position Purpose

The Team Leader of Alcohol and Other Drugs, Specialist Services, supports and oversees the clinical and operational functions of the Assessment, Counselling, Non-Residential Withdrawal, and Care and Recovery Coordination Programmes, whilst delivering care to proportionate sized client caseload.

As a leader of Specialist Services, you will ensure the delivery of high quality, innovative and evidence-based care to clients of the Northwestern Metropolitan Alcohol and Other Drugs (AOD) treatment catchment, including Assessment and Counselling services to the Grampians region.

The Team Leader of Specialist Services works in collaboration with members of Drug Health Services leadership group; Women's Therapeutic Day Programme; Adolescent Community Programme and Adult Services to maximise opportunities for quality and timely treatment, streamlining pathways across the health service and broader AOD sector, ensuring consumer access to treatment.

The role also supports functions across the broader Adult and Specialist Services Programmes, in Intake, Assessments, Specialist Pharmacotherapy and the Therapeutic Womens Day Programme and plays a key role in developing connections with internal and external AOD stakeholders and Consortium partners

Business Unit Overview

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.

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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, women, and children, many of whom have dual diagnoses and/or complex needs associated with 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.

Key Responsibilities

Leadership:

- Provides day to day operational leadership to clinicians in AOD specialist services programmes.
- Act as a role model and leader for team members.
- Provide Operational Supervision to relevant clinical staff.
- Provide day to day operational support to clinicians in AOD adult services programmes in the absence of the AOD Adult Services team leader. 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 Programmes Manager and People and Culture Business Partner where appropriate.
- Monitor staff performance against organisational strategic goals and targets, in line with client data management systems.
- Conduct annual performance development and review appraisals.
- Ensure specialist staff complete annual competencies.
- Ensure all specialist staff achieve key performance indicators in their programme area. Manage incident and Riskman reporting where required.
- Professionally represent Western Health Drug Health Services in external liaison activities.
- Facilitate and improve links with internal and external stakeholders.
- Monitor clinician caseloads, balancing client focussed quality of care with throughput to achieve key performance indicators.
- Manage leave requests and staff rosters.
- Coordinate and manage relevant staff meetings.
- Represent the service at sector meetings, building collaborative relationships with external agencies.
- Manage recruitment, onboarding, induction and training of new staff in the AOD team.
- Support clinical and operational activity of in the absence of the Adult Services Team Leader (Intake/Assessments and Specialist Pharmacotherapy) team.
- Communicates information and expectations clearly and concisely in a way that builds effective and collaborative working relationships
- Demonstrate mentoring skills in a multidisciplinary team
- Exhibit a high level of emotional self-control and flexibility in complex, changing and or ambiguous situations and when confronted by challenges.
- Step up during leadership leave periods.

Safe and Effective Client Care:

- Maintain accurate communication of appropriate patient information within the patient management system/s.
- Perform accurate and thorough risk screening for early identification of patients who require AOD care.
- Consult and collaborate with staff, patients' families and community services
- Develop and monitor appropriate care plans to facilitate safe discharges.
- Adherence to KPIs, EOC and Drug Treatment Activity Unit targets.
- Make timely referrals of patients with ongoing needs to appropriate services.
- Provide clinical assessment and interventions.
- Hold accountability for own actions and seek guidance and support from appropriate colleagues or management when limited by own skills and experience.

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- Demonstrate an understanding of quality improvement and accreditation processes.
- Provides day to day clinical support to clinicians in the AOD specialist programmes.
- Provide AOD clinical expertise to team in line with Western Health policies and procedures.
- Provide high quality engagement, assessment, treatment and support services to individuals and their families, using best practice principles.
- MARAM requirements are followed up or initiated when working with clients at risk or experiencing family violence, while also safeguarding vulnerable children.
- Ensure all Riskman incidents data errors are responded promoting safe client care
- Maintain appropriate levels of patient contacts and caseload to optimise service delivery for Community Services.
- Is responsible for timely response to referrals and provide assistance in prioritisation and completion of tasks necessary for statistical data.
- Provides efficient customer focussed service commensurate with senior status and role.

People and Culture:

- Actively promote AOD Specialist Services through the development of cohesive networks and provision of high-quality care.
- Actively participate in regular supervision, demonstrating ongoing development of clinical skills and reflective practice as identified in supervision plan
- Involvement in meetings and activities
- Attend and participate appropriately at team meetings.
- Demonstrate flexibility and responsiveness.
- Be aware of Western Health policies, procedures and guidelines.
- Support staff wellbeing in promoting a positive and healthy work environment.

Community and Partnerships:

- Demonstrate a high level of understanding of community resources and systems.
- Participate in and contribute to relevant case conferences, team meetings, client/family feedback meetings.
- Build and foster internal and external stakeholder relationships with a client focus

Education and Learning:

- Act as a key resource within teams, relating to areas of expertise.
- Maintain clinical professional development.
- Undertake coaching, mentoring, teaching role as necessary.
- Obtain client feedback through means of surveys to ascertain whether service delivery meets stakeholder expectations.
- Identify areas of improvement through observation, audits, incident and staff feedback.
- Lead and contribute to quality improvement initiatives at local or organisational level.
- Attend relevant leadership development programmes to enhance skills.
- Assist in the development of future workforce

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:

- Divisional Director
- Director of Nursing and Midwifery
- Clinical Service Director
- Operations Managers
- Heads of Unit
- Nurse Unit Managers
- DHS Team Leaders and Managers
- Allied Health Manager
- DHS staff

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External: • Patients, carers, significant others, Next of Kin or Enduring Power Attorney • Alcohol and Other Drug treatment providers, Mental Health, Child Protection, Family Violence and ACSO/COATS services • Community service providers • General Practitioners, and broader Western Health community partners • Western Integrated Drug and Alcohol Network (WIDAN) • Ballarat Community Health • Central Intake Service
Selection Criteria
Essential: • Qualifications in relevant discipline or equivalent. • Bachelor/Master of Social Work degree and eligibility for AASW membership • Qualified Community Development Worker or equivalent. • Minimum of 5 years clinical experience in public health. • Relevant community health related experience in AOD. • Demonstrated experience working effectively independently and within a multidisciplinary team environment with minimal supervision. • Extensive experience with assessment, discharge planning, case conference and care planning for people with complex needs. • Highly developed and demonstrated clinical assessment skills. • Demonstrated skills in computer literacy and patient management systems. • Quality improvement/research/evaluation experience. • Demonstrated ability to deliver quality consumer care and possession of excellent clinical skills. • Demonstrated understanding of the Australian Health Service, primary health care and referral pathways for target client group/s. • Highly developed interpersonal skills and communication skills. • Demonstrated ability to work in multi-disciplinary teams. • Demonstrated time management, organisation and planning skills • Hold a current Victorian driver's licence. Desirable: • Post graduate qualification in relevant speciality. • Involvement in quality improvement/research/evaluation experience and / or qualifications and a commitment to continuing professional development. • Experience in working in a senior clinical role.
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

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- 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, 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 2022
- 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: _____

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