

POSITION DESCRIPTION

Position Title:	Alcohol & Other Drug (AO) Clinical Nurse Consultant Team Leader
Business Unit/Department:	Emergency Department (ED) Hubs – Sunshine & Footscray Hospitals
Division:	Drug Health Services
Award/Agreement:	Nurses & Midwives (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement
Classification:	Clinical Nurse Consultant (CNC) C: Year 1 (CAPR4.1) to Year 2 (CAPR4.2) (ZA7 to ZA8)
Reports To:	<i>Operational:</i> Manager – Addiction Medicine; <i>Professional:</i> Director of Nursing & Midwifery; <i>Clinical:</i> Head of Unit – AOD
Direct Reports:	AOD ED Hub Clinical Nurse Consultants
Date Prepared/Updated:	10 August 2026

Position Purpose

The Alcohol and Other Drugs (AOD) CNC Team Leader (TL) for the Sunshine and Footscray Hospital Emergency Department Mental Health and AOD Hub (the Hub) provides strategic, operational and clinical leadership for the AOD Clinical Nurse Consultant (CNC) team.

The Hub provides a dedicated multidisciplinary service delivering specialised short-term assessment, intervention and care for patients presenting to the Sunshine and Footscray Hospital Emergency Departments with high-prevalence, low-acuity mental health and alcohol and other drug (AOD) needs.

The AOD CNC Team Leader leads with vision, integrity, courage, humility and accountability. The role is responsible for the day-to-day management of the service, fostering a positive and high-performing team culture, and working collaboratively with Drug Health Services, Emergency Department leadership and multidisciplinary stakeholders to deliver innovative, evidence-based and consumer-centred care aligned with Western Health's Values and Best Care Framework.

As the clinical lead for the AOD specialty, the Team Leader provides expert nursing leadership, ensuring safe, effective and contemporary clinical practice across the service. The role contributes to strategic planning, service development, quality improvement and the implementation of initiatives that strengthen AOD care across Western Health.

Working within a multidisciplinary environment, the AOD CNC Team Leader provides expert clinical advice, supervision, mentoring and professional support to staff, while promoting collaboration, consumer advocacy, research, education and continuous improvement. The role is also responsible for ensuring accurate clinical documentation and effective coordination of care.

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As a professional, the AOD CNC Team Leader is accountable for:

- The maintenance of their own clinical knowledge, further education and always working within the confines of their specific scope of practice, in accordance with the boundaries set by their experience and skill.
- Ensuring that they are registered to always work as a Registered Nurse in Australia whilst working as a nurse within Western Health and practice in alignment with Nursing & Midwifery Board of Australia (NMBA) Registered Nurse Standards for Practice.

The AOD CNC TL 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.

Business Unit Overview

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.

Key Responsibilities



Leadership

- Provide visible operational and clinical leadership to the MH/AOD Clinical Nurse Consultant team across both Sunshine and Footscray Hospital Emergency Departments.
- Manage daily service operations, including workforce allocation, workflow coordination, clinical prioritisation whilst being the escalation point for clinical and operational issues.
- Support staff performance, wellbeing and professional development through regular supervision, feedback and role modelling.
- Collaborate with DHS, Emergency Department and multidisciplinary leaders to develop and implement strategic and service improvement priorities.
- Facilitate MDT meetings, clinical reviews, supervision, mentoring, effective practice, professional development, and any other relevant mechanism to ensure best care is provided.
- Contribute to data collection and report writing as required.
- 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.
- 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.

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- 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.



Research

- Promote staff participation in relevant clinical research, service evaluation and quality improvement activities.
- Identify opportunities to evaluate patient outcomes, service effectiveness and models of care within the Hub.
- 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
- Present and publish in appropriate professional conferences and journals and remain informed of the current literature



Evidence Based Practice

- Develop, implement and review clinical procedures, pathways and practice standards consistent with current evidence and organisational requirements.
- Monitor clinical practice and patient outcomes to identify gaps, risks and opportunities for improvement.
- Using evidence-based practice, participate in evaluation of the progress of individuals and groups towards expected outcomes and reformulation of care plans.
- Support staff to critically appraise evidence and apply relevant findings to clinical decision-making.
- Be familiar with local and organisational policies, procedures and guidelines
- Contribute to adverse event investigations, and undertake individual and team-based reflective practice
- 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
- Provide high quality, culturally sensitive and patient-centred care in partnership with patients, their significant others and other members of the multidisciplinary care team
- Undertake key clinical components across the spectrum of AOD presentations, including screening; assessment; identification, planning and commencement of appropriate treatment for patients in the ED/Hub setting; linkage into appropriate community and/or hospital-based addiction treatment services, including the MHAOD Outreach Team attached to the Hub.



Education & Learning

- Identify AOD CNC team learning needs and coordinate targeted education, professional development and competency-based training.
- Facilitate AOD CNC team to deliver education to Emergency Department and broader hospital staff regarding AOD assessment, intervention, referral and clinical risk management.
- Support AOD CNC engagement in clinical teaching, coaching, supervision and mentorship to nursing staff
- Promote a culture of reflective practice, continuous learning and shared professional knowledge.

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- Maintain 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
- 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

- Provide senior clinical support during periods of high demand, complexity or service escalation.
- Ensure timely clinical decision-making, escalation and referral in collaboration with Emergency Department, mental health and community-based services.
- In a consulting capacity, provide 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 to monitor and ensure timely response to referrals
- Manages and provides assistance to AOD CNC team in completion of necessary statistical data, including data entry to support financial recuperation as appropriate.
- Act as a primary resource 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:

- Directors of Nursing and Midwifery (EMIC and DHS)
- DHS and EMIC Divisional Director
- DHS and EMIC Clinical Service Director
- DHS Operations Manager
- Heads of Units
- Medical staff
- SHED and FHED Nurse Unit Managers
- Nursing staff
- Drug Health Services staff
- Advice Coordination and Expertise Team
- MHAOD Outreach Team

External:

- 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
- Department of Health

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Selection Criteria

Essential:

- Current registration as a Registered Nurse through AHPRA
- Experience working in a senior clinical role in the delivery of mental health, AOD or dual diagnosis clinical services in a variety of settings, including emergency departments.
- Post graduate AOD qualifications
- Leadership experience managing clinical staff.
- Sound knowledge and understanding of screening, assessment and community-based treatment options for all clients with AOD, mental health and medical complexity
- Demonstrated ability to deliver quality consumer care and possession of excellent clinical skills
- Demonstrated experience working effectively independently and 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
- Demonstrated competency and knowledge to effectively undertake basic health care education.
- Experience in the development, implementation and review of policy, procedures and guidelines
- 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.

Desirable:

- Have completed or be working towards a qualification in management or leadership.
- Have completed or be working towards a Post Graduate Qualification in Mental Health
- An up-to-date knowledge of issues, trends and government policies in the delivery of Alcohol and Other Drug Services
- Awareness of the Alcohol and other drugs sector, mental health and the general health and welfare sectors.
- Evidence of prior service delivery planning
- Demonstrated knowledge of quality management and improvement methodologies • Demonstrated experience in research projects and publication of research activities.
- Training and experience in the development and delivery of education programs to consumers, carers, the community and health professionals.
- Current Victorian driver's license.

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 of the Family Violence Protection Act 2008 and Part 6A of the Child Wellbeing and Safety Act 2005, 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 and 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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