

Team Leader, AOD Programs– Freeman House – Health Services

Position Description

Directorate:	Vinnies Services
Reports to:	Regional Manager, Health Services – North West
Direct reports:	Case Worker/s Case Worker, Families Support Case Worker, Transition and Aftercare Aboriginal Communities Liaison Officer Counsellor/Group
Location:	North West Region – within the geographical region of the service package or service.
Primary position objective:	Provide high quality care delivery at Freeman House and day-to-day supervision and leadership of staff under the AOD Programs based in Armidale (including intake coordination, community and residential drug and alcohol case management, and counselling).

The St Vincent de Paul Society is an Equal Employment Opportunity Employer

Directorate overview

This position is in the Vinnies Services directorate. The Vinnies Services directorate provides a range of evidence-based services and programs that support men, women and children experiencing poverty or disadvantage to rebuild their lives. The teams within the directorate and their functions are:

Homelessness and Housing: this team is responsible for state-wide management of excellent homelessness and housing services.

Disability and Inclusion: this team is responsible for state-wide management of excellent disability and inclusion services.

Health: this team is responsible for state-wide management of excellent health services.

Clinical governance: this role is responsible for driving accountability for state-wide provision of high quality and safe services to the people we serve.

Program and Service Quality: this team is responsible for developing and implementing a Society-wide Quality Framework to support a culture of continuous improvement; and supporting quality review and audit processes.

Service innovation and business development: this team is responsible for service innovation and business development.

Accountabilities and responsibilities

The Team Leader, AOD Programs – Freeman House will:

- Ensure the successful implementation of the Strategic Plan within their team.
- Case allocation across case management team including residential drug and alcohol and community drug and alcohol and case management support of clients in Freeman House accommodation.
- Oversee delivery of programs (including group program) in Freeman House residential rehabilitation and withdrawal management unit (including scheduling and staff allocation).
- Supervise case management services provided including team case review and individual case support.
- Ensure staff access and engage in appropriate supervision and utilise evidence-based practice.
- Support and assist staff to engage in professional activities relevant to their roles.
- Ensure staff provide direct strengths-based recovery-oriented support, to persons seeking assistance according to the Society's AOD Model of Care.
- Ensure all client interactions in accordance with Vinnies Services' policies and procedures, Client-centred Service Delivery Model and the Society's AOD Model of Care.
- Work with Team Leader, Accommodation to oversee intake and assessment process for residential clients.
- Actively promote integration of clients into mainstream community resources including health care and housing.
- Actively participate in coordination of care with other services, in particular health care services and homelessness and housing services.
- Maintain and contribute to in-service professional development activities calendar.
- Conduct staff appraisals.
- Staff development and performance management.
- Ensure collection of data including client demographic data, output data and outcome data.
- Take responsibility for the staff undertaking continuous quality improvement activities.
- Provision of data and other information to Regional Manager, Health Services to assist in planning and evaluation, research and quality activities.
- Ensure data is entered correctly into requisite databases and online portals.
- Provide written reports within areas of responsibility to Regional Manager, Health Services.
- Assist relevant Director or Regional Manager, Health Services in tendering for public or private funds.
- Work with Team Leader, Accommodation and all staff to ensure a safe and secure environment for clients, staff, volunteers and visitors.
- Ensure compliance with Policies and Procedures (Freeman House, Vinnies Services and the Society).
- Other duties as directed by the Regional Manager, Health Services.

- Ensure a safe working environment for staff, members and volunteers by implementing the Society's workplace health and safety practices.
- Ensure that effective risk management protocols and procedures are in place to ensure compliance with legal, employment and governance requirements.

Critical Key Performance Indicators (KPIs)

- Appropriate response to people we service to meet their goals and aspirations, as developed and delivered through the case plan.
- Deliver targets and results within appropriate timeframes.
- Effective operational management of the service and operating within budget.
- Ensure services are compliant with all relevant regulatory and quality standards.
- Ensure critical and other incidents in services are minimised.

Key working relationships

In addition to the Regional Manager, Health Services and their direct reports, the Team Leader, Health - Freeman House will foster close working relationships with:

- Team members, Health Services (Vinnies Services);
- Team members, Homelessness and Housing Services (Vinnies Services);
- Team members, Community Inclusion Services (Vinnies Services);
- Community Support Officers (Membership, Volunteers and Regional Operations);
- Business Partner teams (Facilities and Assets, Finance and ICT);
- Volunteers;
- Conferences.

Essential criteria

Critical capabilities

There are nine capabilities expected of all people in all roles at all levels across the Society. The level of capability required for this role is outlined below:

- **People we Serve Centric:** (Level 2) Enable the delivery of high-quality services that provide a hand up for the people we serve.
- **Values based leadership:** (Level 2) Enable individuals and teams to be guided by the Society's mission, vision, values and lay Catholic heritage.
- **Impact focus:** (Level 2) Enable others to deliver positive impact through informed decision making and efficient and effective use of resources.
- **Collaboration:** (Level 2) Enable collaboration with Conferences, directorates and teams to create opportunities, solve challenges, foster the Society's mission and implement the Strategic Plan.
- **Change leadership:** (Level 2) Support others to engage with, and adapt to change.
- **Team performance:** (Level 2) Motivate and manage individual and team performance and develop their capabilities.
- **Digital engagement:** (Level 2) Enable and facilitate participation in virtual, dispersed teams using digital tools.

- **Innovation and improvement:** (Level 2) Encourage innovative behaviour to improve existing and new services and ways of working.
- **Financial acumen:** (Level 2) Enable others to use the Society's resources responsibly and keep expenses within budget.

Role-specific criteria

- Minimum TAFE Minimum Cert IV in relevant field or qualifications in Social Work/Social Science/Community Welfare or other relevant fields.
- Experience in a supervisory role and an understanding of administrative, accountability and data management processes.
- Ability to motivate, mentor and lead an effective team that contributes to client outcomes.
- Demonstrated high-level communication, interpersonal, analytical, negotiation and conflict resolution skills.
- Demonstrated skills and experience in drug and alcohol and mental health including assessment and the use of evidence-based interventions.
- Knowledge of, and an ability to access, a range of relevant community resources, particularly in the areas of drug and alcohol rehabilitation, mental health, legal assistance, income support, employment service providers, training and accommodation.
- Sound knowledge of WH&S legislation as it relates to the workplace.
- Understanding of child protection issues, legislation and requirements.
- Demonstrated experience in managing a caseload and case planning, including people with complex and/or high-level needs.
- Basic computer skills and proven ability to use health information systems.

Desirable criteria

- Experience working in a membership-based organisation to support and empower members and volunteers.
- Extensive experience in residential drug and alcohol treatment.
- High level group work skills.
- Tertiary or other qualification in supervision, coordination, leadership, management or similar.