



ROLE DESCRIPTION

Role Title:	Telephone Counsellor
Classification Code:	ASO4
LHN/ HN/ SAAS/ DHW:	Department for Health and Wellbeing
Hospital/ Service/ Cluster	Drug and Alcohol Services South Australia (DASSA)
Division:	Outpatient Services
Department/Section / Unit/ Ward:	Alcohol & Drug Information Service (ADIS)
Role reports to:	Manager, ADIS
Role Created/ Reviewed Date:	July 2000 / Oct 2021
Criminal History Clearance Requirements:	<input type="checkbox"/> Aged (NPC) <input checked="" type="checkbox"/> Working With Children's Check (WWCC) (DHS) <input type="checkbox"/> Vulnerable (NPC) <input checked="" type="checkbox"/> General Probity (NPC)
Immunisation Risk Category Requirements:	<input type="checkbox"/> Category A (direct contact with blood or body substances) <input type="checkbox"/> Category B (indirect contact with blood or body substances) <input checked="" type="checkbox"/> Category C (minimal patient contact)

ROLE CONTEXT

Primary Objective(s) of role:

The Alcohol and Drug Information Telephone Counsellor provides telephone counselling in the prevention, intervention and minimisation of related harm through the provision of a telephone assessment, counselling, treatment and referral options for people with drug or alcohol related problems and/or assistance to their family and significant others.

The Telephone Counsellor also contributes to the operations of the Drug and Alcohol Clinical Advisory Service (DACAS) and the Illicit Drug Diversion Initiative (IDDI), as well as the overall goals and objectives of the service.

The Telephone Counsellor is accountable for their own standards of practice, for activities delegated to others and the guidance and development of less experienced staff.

Direct Reports:

Nil

Key Relationships/ Interactions:

Internal

The Telephone Counsellor reports to the Manager of the Alcohol and Drug Information Service and is part of a multidisciplinary team. The Telephone Counsellor also works closely with all clinical staff across DASSA including Medical Officers, Police Drug Diversion and administrative support personnel.

Maintains cooperative and productive working relationships within all members of the multidisciplinary health care team.

External

Maintains relationships with non-government organisations or other government organisations to meet the needs of the client group.

Challenges associated with Role:

Major challenges currently associated with the role include:

- > Providing evidenced based information/care, developing clinical skills while keeping up to date with professional standards of practice and quality management initiatives consistent with organisational policies
- > Working with callers who have multiple complexities and diverse cultural backgrounds.
- > Recognising and responding to clinical deterioration or other incidents and escalating appropriately
- > The position is provided from two sites and staff are rostered to each site depending on the time and day of the shift (e.g. afternoon shifts are at Glenside Health Service and day shifts are at DASSA Stepney).
- > Working from home may also be required.
- > Rostered shift work over a 5 or 7 day roster.

Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
Indirect patient/client care (Patient/client = Caller)	<ul style="list-style-type: none"> > Assess individual caller needs, plan, implement and/or coordinate appropriate service delivery from a range of accepted options including other disciplines, services and or agencies. > Provide indirect person centred nursing care for callers on a shift by shift basis in a defined clinical area with increasing autonomy over time. > Plan and coordinate services with other disciplines, services and or agencies to meet the individual health care needs of the caller. > Specialist assessment of client's needs, planning, implementing and coordinating appropriate service delivery options and communicating changes in condition and care if required. > Providing health assessment, education, counselling and referral options to improve the health outcomes of individual clients. > Applying the principles of Primary Health Care and Harm Minimisation. > Monitoring client plans and clinical pathways to ensure appropriate client care outcomes are achieved for every caller. > Demonstrating and promoting a risk minimisation approach to practice and supporting implementation and maintenance of systems to protect clients and staff. > Integrating advanced theoretical knowledge, evidence from a range of sources and experience from working in a specialist field to triage callers in to the correct clinical pathway. > Work respectfully and effectively with people from diverse socio-economic and culture backgrounds to achieve respectful and positive outcomes.
Support of health setting services	<ul style="list-style-type: none"> > Participate in quality improvement activities that contribute to client safety, risk minimisation and safe work activities within the practice setting. > Being solution focused when gaps in knowledge, resources or processes are identified. > In collaboration with unit Manager, acting to resolve local and/or immediate nursing or service delivery problems. > Supporting change management processes as an individual and as a supportive and pro-active team member. > Contributing to communication processes that effectively deal with challenging behaviours and the resolution of conflicts. > Assisting in the orientation and induction of new team members. > Providing support and guidance to less experienced team members. > Monitoring accuracy and currency of information resources such as specific websites as well as the educational print material distributed to clients. > Continually striving to meet key performance indicators of the service on a shift by shift basis. > Reflect on processes and work practices and consider ways in which you, your team, the service and the organisation can continue to enhance client experience and outcomes.
Education	<ul style="list-style-type: none"> > Provide health promotion and education, to patients/clients or groups and carers to improve the health outcomes of individual. > Support social work and nursing students undertaking clinical placements, orientate, support and mentor new staff.

Research	<ul style="list-style-type: none"> > Participate in evaluative research activities within the practice setting. > Use theoretical knowledge, evidenced based guidelines and individual expertise to achieve positive patient/client care outcomes.
Professional leadership	<ul style="list-style-type: none"> > Provide, with increasing capacity over time, support and guidance to newer or less experienced staff, enrolled nurses, student nurses and other new team members. > Review decisions, assessments and recommendations from less experienced staff members of the multi disciplinary team.
<i>Ensures that the brief telephone intervention is relevant and helpful to the caller by;</i>	<ul style="list-style-type: none"> > Accurately assessing the caller's needs; > Assisting the caller to clarify and prioritise their concerns, make informed decisions and plans of action; > Provide accurate and evidence based information in a professional, safe, kind and respectful manner to callers accessing our service. > Adhering to all relevant protocols and clinical guidelines, > Using the appropriate counselling technique relevant to the callers situation; e.g. motivational interviewing, relapse prevention, trauma and or grief counselling; > Assisting in the resolution of immediate crisis situations such as initiating an emergency response for suicidal callers; > Completing relevant documentation to ensure efficient clinical pathways are initiated ; > Maintaining and providing accurate contact details of referral agencies. > Contributing to the identification of gaps in educational and information resources as well as delays or gaps in accessing direct service provisions;
<i>Contributes to the achievement of nursing and alcohol and other drugs (AOD) best practice and where relevant facilitates the development and application of relevant nursing/AOD research by;</i>	<ul style="list-style-type: none"> > Working within a local leadership team to attain consistency of best practice standards and local service outcomes; > Participating in quality improvement strategies and or evaluation research activities within practice setting; > Acting as a resource person within an area based on knowledge, experience and skills; > Participating in the ongoing monitoring and overall evaluation of the service through the accurate, complete and timely collection of statistics and other data as required > Reviewing and implementing unit based and organisational procedures as required
<i>Contributes to the achievement of professional expertise through the maintenance of ongoing personal professional development/continuing education by;</i>	<ul style="list-style-type: none"> > Managing own professional development activities and portfolio, > Supporting the development of others and contributing to learning in the work area.
<i>Contributes to the maintenance and enhancement of the Alcohol and Drug Information Services inventory of print</i>	<ul style="list-style-type: none"> > Maintaining a sound knowledge of all existing stock listed in the inventory; > Reviewing and making recommendations to purchase new drug and alcohol print resources as they become available; > Processes orders and maintains inventory tally

resources by;	
Contributes to the provision of the Drug Diversion Line (DDL) by;	<ul style="list-style-type: none"> <li data-bbox="566 271 1477 371">> Responding to contacts made by SAPOL officers either by telephone or the government radio network Implementing procedures as documented in the Drug Diversion Operations Manual <li data-bbox="566 376 1182 407">> Using efficient and sound data entry techniques

Knowledge, Skills and Experience

ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications: Nil

Personal Abilities/Aptitudes/Skills:

- > Effective communication skills including, problem solving, conflict resolution and negotiation skills.
- > Ability to work effectively within a multidisciplinary team and to prioritise workload.
- > Ability to be, resilient, innovative, solution-oriented, adaptable to change and flexible when approaching issues within a healthcare setting.
- > Demonstrated commitment to providing consumer/client and family centred care.
- > Demonstrated interpersonal, communication, and counselling skills which develop rapport, facilitate positive interaction and foster the confidence and cooperation of individuals.
- > Proven ability to assess an individual's information needs and to assist clients in crisis situations via the telephone.
- > Proven ability to be non-judgemental and respectful of individual and cultural differences.
- > Proven commitment to client service principles, personal and professional development and to the achievement of service delivery standards.
- > Demonstrated ability to self motivate and to work effectively with minimal supervision both independently and as a member of a multi-disciplinary team.
- > Effectively undertake a number of tasks simultaneously and cope with changes to work demands.

Experience

- Experience in working with clients with substance misuse concerns including the use of appropriate counselling techniques such as harm minimisation, relapse prevention and motivational interviewing.
- Experience in using information technology, particularly for information retrieval.

Knowledge

- Knowledge of Quality Improvement Systems as applied to a healthcare setting.
- Knowledge of the role and function of Drug and Alcohol Services SA./ ADIS and the position.
- Knowledge of addictive behaviours - theory and interventions.
- Knowledge and understanding of relevant legislation, industrial agreements, standards, codes, ethics and competency standards

DESIRABLE CHARACTERISTICS

Educational/Vocational Qualifications

- A relevant tertiary qualification such as social work and or psychology.

Personal Abilities/Aptitudes/Skills:

- Ability to use technology and computer skills.

Experience:

- Experience in quality improvement activities eg the development and/or implementation of clinical standards, practice guidelines, protocols/audits and quality indicators.
- Experience in working in the drug and alcohol or mental health sector and or telephone counselling services.
- Experience using motivational interviewing and/or relapse prevention techniques

Knowledge:

- Knowledge of the South Australian Public Health System.

Special Conditions:

- > May be required to work within other locations of DASSA/SA Health.
- > The incumbent may be required to participate in on call roster.
- > It is mandatory that no person, whether or not currently working in SA Health, will be eligible for appointment to a position in SA Health unless they have obtained a satisfactory Criminal and Relevant History Screening.
- > *For appointment in a Prescribed Position under the Child Safety (Prohibited Persons) Act (2016)*, a current Working with Children Check (WWCC) is required from the Department for Human Services Screening Unit. For other positions, a satisfactory National Police Certificate (NPC) assessment is required.
- > For *'Prescribed Positions'* under the *Child Safety (Prohibited Persons) Act (2016)*, the individual's WWCCs must be renewed every 5 years from the date of issue; and for *'Approved Aged Care Provider Positions'* every 3 years from date of issue as required by the *Accountability Principles 2014* issued pursuant to the *Aged Care Act 1997* (Cth).
- > Appointment is subject to immunisation risk category requirements. There may be ongoing immunisation requirements that must be met.
- > Depending on work requirements the incumbent may be transferred to other locations across SA Health to perform work appropriate to classification, skills and capabilities either on a permanent or temporary basis subject to relevant provisions of the *Public Sector Act 2009* for Public Sector employees or the *SA Health (Health Care Act) Human Resources Manual* for Health Care Act employees.
- > The incumbent may be required to participate in Counter Disaster activities including attendance, as required, at training programs and exercises to develop the necessary skills required to participate in responses in the event of a disaster and/or major incident.
- > The service operates 7 days a week and the Registered Nurse, Telephone Counsellor will be required to work various shifts across a 7 day roster.
- > The service operates from 2 sites as delegated via the roster and the incumbent must be able to attend work from either site.
- > There may also be a requirement for the incumbent to work from home in situations, for example where social distancing is required.

General Requirements:

NB References to legislation, policies and procedures includes any superseding versions

- > Managers and staff are required to work in accordance with the Code of Ethics for South Australian Public Sector, Directives, Determinations and Guidelines, and legislative requirements including but not limited to:
 - > *Work Health and Safety Act 2012* (SA) and when relevant WHS Defined Officers must meet due diligence requirements.
 - > *Return to Work Act 2014* (SA), facilitating the recovery, maintenance or early return to work of employees with work related injury / illness.
 - > Meet immunisation requirements as outlined by the *Immunisation for Health Care Workers in South Australia Policy Directive*.
 - > Equal Employment Opportunities (including prevention of bullying, harassment and intimidation).
 - > *Children and Young People (Safety) Act 2017* (SA) 'Notification of Abuse or Neglect'.
 - > Disability Discrimination.
 - > *Independent Commissioner Against Corruption Act 2012* (SA).
 - > *Information Privacy Principles Instruction*.
 - > Relevant Awards, Enterprise Agreements, *Public Sector Act 2009*, *Health Care Act 2008* and the *SA Health (Health Care Act) Human Resources Manual*.
 - > Relevant Australian Standards.
 - > Duty to maintain confidentiality.
 - > Smoke Free Workplace.
- > To value and respect the needs and contributions of SA Health Aboriginal staff and clients, and commit

to the development of Aboriginal cultural competence across all SA Health practice and service delivery.

- > Applying the principles of the *South Australian Government's Risk Management Policy* to work as appropriate.

The SA Health workforce contributes to the safety and quality of patient care by adhering to the South Australian Charter of Health Care Rights, understanding the intent of the National Safety and Quality Health Service Standards and participating in quality improvement activities as necessary.

Performance Development

The incumbent will be required to participate in the organisation's Performance Review & Development Program which will include a regular review of the incumbent's performance against the responsibilities and key result areas associated with their position and a requirement to demonstrate appropriate behaviours which reflect a commitment to SA Health values and strategic directions.

Handling of Official Information:

By virtue of their duties, SA Health employees frequently access, otherwise deal with, and/or are aware of, information that needs to be treated as confidential.

SA Health employees will not access or attempt to access official information, including confidential patient information other than in connection with the performance by them of their duties and/or as authorised.

SA Health employees will not misuse information gained in their official capacity.

SA Health employees will maintain the integrity and security of official or confidential information for which they are responsible. Employees will also ensure that the privacy of individuals is maintained and will only release or disclose information in accordance with relevant legislation, industrial instruments, policy, or lawful and reasonable direction.

White Ribbon:

SA Health has a position of zero tolerance towards men's violence against women in the workplace and the broader community. In accordance with this, the incumbent must at all times act in a manner that is non-threatening, courteous, and respectful and will comply with any instructions, policies, procedures or guidelines issued by SA Health regarding acceptable workplace behaviour.

Resilience:

SA Health employees persevere to achieve goals, stay calm under pressure and are open to feedback.

Organisational Context

Organisational Overview:

Our mission at SA Health is to lead and deliver a comprehensive and sustainable health system that aims to ensure healthier, longer and better lives for all South Australians. We will achieve our objectives by strengthening primary health care, enhancing hospital care, reforming mental health care and improving the health of Aboriginal people.

SA Health is committed to a health system that produces positive health outcomes by focusing on health promotion, illness prevention and early intervention. We will work with other government agencies and the community to address the environmental, socioeconomic, biological and behavioural determinants of health, and to achieve equitable health outcomes for all South Australians

Our Legal Entities:

SA Health is the brand name for the health portfolio of services and agencies responsible to the Minister for Health and Wellbeing. The Department for Health and Ageing is an administrative unit under the Public Sector Act 2009.

The legal entities include but are not limited to the Central Adelaide Local Health Network Inc., Northern Adelaide Local Health Network Inc., Southern Adelaide Local Health Network Inc., Women's and Children's Health Network Inc., Barossa Hills Fleurieu Local Health Network Inc., Eyre and far North Local Health Network Inc., Flinders and Upper North Local Health Network Inc., Limestone Coast Local Health Network Inc., Riverland Mallee Coorong Local Health Network Inc., Yorke and Northern Local Health Network Inc. and SA Ambulance Service Inc.

SA Health Challenges:

The health system is facing the challenges of an ageing population, increased incidence of chronic disease, workforce shortages, and ageing infrastructure. The SA Health Care Plan has been developed to meet these challenges and ensure South Australian's have access to the best available health care in hospitals, health care centres and through GPs and other providers.

Health Network/ Division/ Department:

DASSA forms a part of the Department for Health and Wellbeing and is responsible for the provision of a state-wide service which addresses alcohol, tobacco, pharmaceutical and illicit drug issues across the state. DASSA's model of care involves working with people with high and complex needs and has a focus on shared care and DASSA's provision of clinical liaison services. Training and consultancy are provided to assist other services to respond to the needs of people experiencing problems related to the use of alcohol and other drugs.

Values

SA Health Values

The values of SA Health are used to indicate the type of conduct required by our employees and the conduct that our customers can expect from our health service:

- > We are committed to the values of integrity, respect and accountability.
- > We value care, excellence, innovation, creativity, leadership and equity in health care provision and health outcomes.
- > We demonstrate our values in our interactions with others in SA Health, the community, and those for whom we care.

Code of Ethics

The *Code of Ethics for the South Australian Public Sector* provides an ethical framework for the public sector and applies to all public service employees:

- > Democratic Values - Helping the government, under the law to serve the people of South Australia.
- > Service, Respect and Courtesy - Serving the people of South Australia.
- > Honesty and Integrity- Acting at all times in such a way as to uphold the public trust.
- > Accountability- Holding ourselves accountable for everything we do.
- > Professional Conduct Standards- Exhibiting the highest standards of professional conduct.

As a public sector employee, you have a responsibility to maintain ethical behaviour and professional integrity standards. It is expected that you act in accordance with the Code of Ethics and contribute to a culture of integrity within SA Health.

The Code recognises that some public sector employees are also bound by codes of conduct relevant to their profession.

Approvals

Role Description Approval

I acknowledge that the role I currently occupy has the delegated authority to authorise this document.

Name: Lynn Stevens

Role Title: Manager ADIS

Signature: *Lynn Stevens*

Date:

Role Acceptance

Incumbent Acceptance

I have read and understood the responsibilities associated with role, the organisational context and the values of SA Health as outlined within this document

Name:

Signature:

Date: