

## JOB DESCRIPTION

### Health Education Team Manager

#### ABOUT UNITING

**Our purpose:** To inspire people, enliven communities and confront injustice.

**Our values:** As an organisation we are **Imaginative, Respectful, Compassionate and Bold.**

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At Uniting, we believe in taking real steps to make the world a better place. We work to inspire people, enliven communities and confront injustice. Our focus is always on the people we serve, no matter where they are at in their life.

Our range of services is broad and we get involved in social justice and advocacy issues that impact the people we serve. As an organisation we celebrate diversity and welcome people from all cultural backgrounds, and regardless of disability, lifestyle choices, ethnicity, faith, sexual orientation or gender identity. We commit to respecting children and take action to keep them safe.

Uniting is the services and advocacy arm of the Uniting Church NSW & ACT and as such Uniting leaders understand, support and can express the mission and purpose of the Uniting Church.

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#### ABOUT THE ROLE

##### Role Purpose

This role is responsible for leading and managing the diverse team of frontline Health Education Officers at the Uniting Medically Supervised Injecting Centre (MSIC), situated on Gadigal Land of the Eora Nation in Kings Cross, Sydney. The role works alongside the team of MSIC nurses in providing support and care to clients, and sits within the MSIC management team. The position takes part in planning, budgeting and reporting of activities within the MSIC team and coordinating key processes within MSIC. The position also contributes to the development of strategy for the larger Uniting MC&SI Directorate by involvement in senior leadership activities and preparing regular management reports.

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#### ROLE KEY ACCOUNTABILITIES

- Takes responsibility for ensuring that team members have the necessary resources and capability to deliver high quality work. Regularly assesses team member performance, sets objectives and establishes active development plans.
- Provides consistent and visible leadership in WH&S behaviours and actions within the team and at MSIC, to ensure there is a safe working environment and that staff are properly trained to be able to work in a safe manner.
- Works closely with the Medical Director of MSIC to translate service and strategic objectives into targets, tactical plans and action steps which team members can effectively implement.

- Understands industry trends and implications, and demonstrates knowledge of the impact MSIC advice has on the other Directorates in Uniting and other AOD Services.
- Contributes to the development and evaluation of changes and improvements to the services provided by the MSIC/HEO team and ensures that changes support the viability of Uniting.
- Confidently establishes and maintains a safe and supportive working environment that is inclusive of all staff through celebrating their nationality, cultural background, LGBTI status, abilities, gender and age.

As the Health Education Team Manager, your role specifically will:

- Inspire and effectively manage the Health Education team to work within clinical and professional practice expectations
- Ensure Health Education Officer staffing is managed within allocated budget and in accordance with the applicable MSIC/WMH Health Service Employees Agreement and with Uniting policies and procedures
- Take responsibility for co-ordinating up-to-date health education and other psychosocial services at Uniting MSIC
- Manage all aspects of client presentations during their visits by effective frontline clinical management in collaboration with the Nurse Unit Manager or Nurse In Charge
- Assist in drug overdose resuscitation and other emergency procedures undertaken at Uniting MSIC according to clinical protocols
- Work with the Service Operations Manager to develop and maintain policies and procedures, and to respond to incidents and operational service needs as required
- Initiate and lead Health Promotion and special project initiatives such as the annual Art Project and engaging with Aboriginal people in the design and delivery of educational content and resources
- Prepare reports, write grant applications and contribute to articles for publication

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## ABOUT YOU IN THE ROLE

As a staff member of Uniting you will celebrate diversity and welcome all people regardless of cultural background, lifestyle choices, ethnicity, faith, sexual orientation or gender identity.

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| <b>Your directorate:</b> | Mission, Communities and Social Impact |
| <b>You'll report to:</b> | MSIC Service Operations Manager        |

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## YOUR KEY CAPABILITIES

### People Leadership

- **Delivers performance through others** - Clearly delegates and assigns responsibility, evaluating performance along the way.
- **Creates and builds the capability of our people** - Enriches Uniting's overall capability through selection, feedback & the development of excellent people
- **Builds diverse, highly engaged teams** - Builds effective teams and manages interpersonal conflict to maintain a team with the morale and capability to cope with change effectively.
- **Demonstrates and models cultural awareness** - Supporting people who identify from Aboriginal and Torres Strait Islander background and who inject drugs

## Business Leadership

- **Demonstrates Business Acumen & Delivers Results** - Understands Uniting's business, market and competitors and drives to deliver ever improving results.
- **Develops and Grows the Business** - Understands the changing market landscape and positions Uniting for growth.
- **Reaches Commercial Decisions** - Makes effective commercial decisions with the information, time and resources available

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## YOUR QUALIFICATIONS & EXPERIENCE

### Qualifications:

Bachelor qualification or equivalent in a relevant field

### Experience:

- This is a people management role, typically you will have 6 or more years' experience, including two or more years' experience supervising a small team of specialists.
- You will have excellent written and verbal communication skills and proficiency in troubleshooting staff IT issues
- Commitment to Harm Reduction and to the continuous improvement of the service delivery model at the Medically Supervised Injecting Centre;
- Experience working with people who inject drugs and people with mental health needs and/or people who typically experience stigma and/or trauma
- Familiarity with relevant health and social welfare services, such as drug assessment and referral, support counselling and crisis management
- Understand, interpret and comply with the legislative and policy framework underpinning MSIC's operation;
- Be an inspirational and highly effective people manager;
- Have excellent organisational skills, technical rostering skills, and ability to work with minimal supervision

### Even better:

- Previous experience in the provision of clinical supervision
- Familiar with relevant local health and social welfare services

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| Employee Name: |  | Managers Name: |  |
|                |  | Title          |  |
| Date:          |  | Date:          |  |
| Signature:     |  | Signature:     |  |