



ROLE DESCRIPTION

Role Title:	Registered Nurse, Telephone Counsellor
Classification Code:	RN1
LHN/ HN/ SAAS/ DHA:	Southern Adelaide Local Health Network DASSA
Division:	DASSA/ CBT
Department/Section / Unit/ Ward:	Alcohol and Drug Information Service (ADIS)
Role reports to:	Manager ADIS
Role Created/ Reviewed Date:	Aug 2001/ Feb 2019
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 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 Registered Nurse, Telephone Counsellor role will provide 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 Registered Nurse, Telephone Counsellor also contributes to the operations of the Illicit Drug Diversion Initiative (IDDI) as well as the overall goals and objectives of the service.

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

Key Relationships/ Interactions:

The Registered Nurse, Telephone Counsellor :

- > Reports to the Director Community Based Treatment via the Manager, Alcohol & Drug Information Service (ADIS) for operational and service delivery and to the Director of Nursing 6.3 for professional standards and practice.
- > Is part of a multidisciplinary team and works collaboratively with all members of the team.
- > Works in close collaboration with the IDDI Operational Coordinator and administrative support personnel.

Challenges associated with Role:

Major challenges currently associated with the role include:

- > The position is provided from two sites and staff are rostered to each site dependent on the shift (eg afternoon shifts are at Glenside HS and day shifts are at Stepney).

Delegations:

- > Nil

Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
<p><i>Improving nursing and client care procedures and practices by;</i></p> <p>In this document Client refers to client, their families or kinship group and significant others</p>	<ul style="list-style-type: none"> > Specialist assessment of client's needs, planning, implementing and coordinating appropriate service delivery options and communicating changes in condition and care; > Providing health assessment, education, counselling and referral options to improve the health outcomes of individual clients; > Planning and coordinating service provision including those of other disciplines or agencies as required to meet individual health care needs; > Applying the principles of Primary Health Care and Harm Minimisation; > Monitoring client plans and participating in clinical auditing and/or evaluative research 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 own experience to devise and achieve agreed client care outcomes; > Preparing reports as requested; > Providing timely information and understanding on work processes and outcomes for community programs to DASSA management and other relevant bodies.
<p><i>Contributes to the human resource management of the unit/service by;</i></p>	<ul style="list-style-type: none"> > Acting to resolve local and/or immediate nursing or service delivery problems; > Supporting change management processes; > 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
<p><i>Ensures that the information and counselling provided is relevant and helpful to the caller by;</i></p>	<ul style="list-style-type: none"> > Accurately assessing the caller's needs; > Assisting the caller to clarify and prioritise their concerns; > Providing appropriate, accurate and where ever possible, evidence based information; > Adhering to all relevant protocols and clinical guidelines, > Assisting in the resolution of immediate crisis situations; > 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; > Distributing relevant print resources in a timely manner
<p><i>Contributes to the maintenance and enhancement of the Alcohol and Drug Information Services inventory of print resources by;</i></p>	<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; > Implementing related procedures as documented or advised
<p><i>Contributes to the provision of the Drug</i></p>	<ul style="list-style-type: none"> > Responding to contacts made by SAPOL officers either by telephone or the government radio network

<i>Diversion Line (DDL) by;</i>	<ul style="list-style-type: none"> > Implementing procedures as documented in the Drug Diversion Operations Manual > Using efficient and sound data entry techniques
<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
<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.

Knowledge, Skills and Experience

ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications

Registered or eligible for registration as a Nurse by the Nursing and Midwifery Board of Australia and who holds, or who is eligible to hold, a current practicing certificate.

Personal Abilities/Aptitudes/Skills:

- 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

- Counselling experience with clients with drug, and/or alcohol problems.
- Experience in using information technology, particularly for information retrieval.

Knowledge

- Demonstrates knowledge of alcohol and drugs as they relate to physical problems, mental health issues and complex patient issues
- Knowledge of best practice regarding the management of drug and alcohol related problems in health care.
- Understanding of Work Health and Safety and Quality Management principles and procedures

DESIRABLE CHARACTERISTICS

Educational/Vocational Qualifications

- Post graduate Bachelor of Nursing, Mental Health Nursing experience and or Postgraduate qualification in Addiction Studies.

Personal Abilities/Aptitudes/Skills:

Experience

- Experience in working in the drug and alcohol or mental health sector and or telephone counselling services.

Knowledge

- Demonstrated Knowledge in drug and alcohol issues, counselling techniques, motivational interviewing techniques and/or relapse prevention.

Special Conditions:

- > It is mandatory that no person, whether or not already working in SA Health, may be appointed to a position in SA Health unless they have provided the a satisfactory current Criminal and Relevant History Screening, as required by the *SA Health Criminal and Relevant History Screening Policy Directive*.
- > *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.

General Requirements:

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 and 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 Wellbeing 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:

Drug and Alcohol Services South Australia (DASSA) Outpatient Services:

DASSA forms a part of the Department of 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 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.

The Alcohol & Drug Information service provides a telephone counselling, referral and information service which includes a triage function. The service acts as a filter and referral point for internal and external drug & alcohol services across the state.

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.

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: 18/02/2019

Role Acceptance

Incumbent Acceptance

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

Name:

Signature:

Date: