

Position	Team Co-Ordinator/ Senior Clinician
Classification	AHP3
Division	Residential and Clinical Outreach
Department / Section / Unit / Ward	SALHN/ DASSA/ RCO/ Woolshed Therapeutic Community Rehabilitation
Role reports to	Operationally: > Manager of Woolshed program > In Manager absence reports to Director of Residential and Clinical Outreach Professionally: > Manager of Woolshed program > In Manager absence reports to Director of Residential and Clinical Outreach
CHRIS 21 Position Number M56905	Role Created / Review Date 11/12/2023
Criminal History Clearance Requirements <input checked="" type="checkbox"/> National Police Check <input checked="" type="checkbox"/> Child - Prescribed (Working with Children Check)	Immunisation Risk Category Category A (direct contact with blood or body substances)

JOB SPECIFICATION

Primary Objective(s) of role:

- The role provides expertise on a range of clinical activities, including Alcohol and Other Drugs and psychosocial assessments, risk assessments, treatment interventions, case management and care planning, therapeutic interventions, advocacy, and liaison with other service providers. The Senior Clinician/Practitioner undertakes clinical care coordination as part of the Woolshed team and in liaison with Withdrawal Services Glenside, as well as other DASSA sites and various government and non-government agencies/services.
- Working alongside the Woolshed Manager and undertaking management tasks as delegated, the is responsible for the provision of clinical services requiring highly developed skills and knowledge whilst offering leadership, supervision, and support to the Woolshed team in providing evidence-based, responsive, and prioritised clinical services.
- The role is also responsible for maintaining a clinical outpatient caseload of clients with Alcohol and Other Drug use and comorbidities. The Senior Clinician is responsible for coordinating staff activities, task rostering, and case allocation, and participates in audits and quality improvement activities as required. Also, the Senior Clinician accepts accountability for their professional practice, professional advice given, delegations of care made, and addressing inconsistencies between practice and policy.

Direct Reports: (List positions reporting directly to this position)

> Nil

Key Relationships / Interactions:

Internal:

- > **The role reports directly to the DASSA Woolshed Manager and is accountable to the Director of Residential and Clinical Outreach for operational matters.**
- > Accountable to Allied Health Director for professional practice and standards.
- > The role works closely with Woolshed clinicians and administration staff in support of less experienced members of the clinical team and works collaboratively with professionals of all disciplines within DASSA to maintain cooperative and productive working relationships.

External:

- > Other Government and Non-Government organisations/agencies.

Challenges associated with Role:

Major challenges currently associated with the role include:

- > Working appropriately and in a culturally respectful way with clients referred to the service with high-severity alcohol and other drug-related problems and concurrent comorbid medical or mental health issues where there are multiple complexities, diverse cultural backgrounds, and expectations of clients.
- > Working within a therapeutic community model as a member of the community where visible role modelling of appropriate behaviour is an expectation.
- > Providing support, leadership, and supervision to Woolshed clinical staff.
- > Working collaboratively within the multidisciplinary team and across organisational Divisions/sites and promoting communication processes to enable the best client outcomes.
- > Remoteness of location if travelling from the Adelaide region.

Delegations: (As defined in SALHN instruments of delegations)

(Levels / limits of authority in relation to finance, human resources, Work Health and Safety and administrative requirements as defined by Departmental delegations and policies.)

Financial	N/A
Human Resources	N/A
Procurement	N/A

Resilience

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

Performance Development

It is your responsibility to actively participate in the Performance Review & Development Program which will include a six (6) monthly review of your performance against the responsibilities and key result areas associated with your position and a requirement to demonstrate appropriate behaviours which reflect a commitment to South Australian Public Sector and SALHN values and strategic directions.

General Requirements

Managers and staff are required to work in accordance with the Code of Ethics for South Australian Public Sector, Policies, Procedures and legislative requirements including but not limited to:

- > National Safety and Quality Health Care Service Standards.
- > *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 in 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)*
- > *Public Interest Disclosure Act 2018*.
- > Disability Discrimination.
- > Information Privacy Principles.
- > 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.
- > *Mental Health Act 2009 (SA)* and Regulations.

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.

Special Conditions

- > 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 Background Screening and National Criminal History Clearance.
- > Prescribed Positions under the *Child Safety (Prohibited Persons) Act 2016* and Child Safety (Prohibited Persons) Regulations 2019 must obtain a Working with Children Clearance through the Screening Unit, Department of Human Services.
- > Working with Children Clearance must be renewed every five (5) years.
- > 'Approved Aged Care Provider Positions' as defined under the Accountability Principles 1998 made in pursuant to the *Aged Care Act 2007* (Cth) must be renewed every 3 years.
- > Appointment and ongoing employment is subject to immunisation requirements as per Risk Category identified on page 1.
- > 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 2008* 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.
- > Must be available to act in Outpatient Regional Manager role as required.

Key Result Areas	Major Responsibilities
Direct/indirect patient/client care	<ul style="list-style-type: none"> > Commitment to delivering high quality and safe care consistent with the SALHN Integrated Governance Framework and Consumer Engagement Framework and Plan.
Provision of professional and high-quality client service delivery aimed at improving health outcomes.	<ul style="list-style-type: none"> > Ensure that service provision and the activities of the Division are customer-focused, conducted professionally and effectively, and contribute to the development of an integrated team approach and culture that is highly responsive to the needs of internal and external stakeholders. > Lead, develop, and foster a positive work culture that is based on SA Health's values and promotes customer service, learning and development, safety and welfare of employees, acknowledging differences, and encouraging creativity and innovation. > Assist the Woolshed Manager as directed in service delivery and development activities including, but not limited to, rostering and recruitment activities, case allocation, auditing, reporting, and service partnering. > Undertaking a clinical outpatient workload, utilising social work expertise to provide a comprehensive service to clients including the more complex cases. > Provide effective discharge planning and shared care through the provision of education and referral. > Provide an expert education and consultancy service to DASSA staff, other referring services, and social work students in relation to Alcohol and Other Drug models, practices, and service coordination. > Contribute to the effectiveness of the Woolshed team and the formation and review of relevant procedures, processes, and guidelines in the work of the Unit, Division, and Organisation as directed by the Woolshed Manager.
Contribution to the overall effective and efficient management of the Outpatient service	<ul style="list-style-type: none"> > Provide operational and practice supervision to other staff members under the direction of the Woolshed Manager. > Actively contribute to the planning, development, and implementation of quality improvement activities within the Unit and across the Division. > Inform the Woolshed Manager of issues arising within the Unit, including service demand and client needs. > Assist the Woolshed Manager with the recruitment and selection of staff. > Maintain productive working relationships and manage conflict resolution. > May be required to move across sites and/or teams as needed. > Act in the position of Woolshed Manager as required during periods of leave.
Provision of professional leadership and contribution to the achievement of best practice and the application of relevant research	<ul style="list-style-type: none"> > Integrate contemporary information and research evidence with personal experience to support decision-making and promote innovative thinking and objective analysis of clinical service delivery and procedure development. > Coordinate and lead projects and/or programs that contribute clinical expertise to improve client/service outcomes. > Development, implementation, and evaluation of projects and other important systems in alignment with other services and sectors. > Ensure mechanisms are in place to support ongoing education whereby work and learning are integrated. > Apply evidence-based recommendations and share expert clinical knowledge to improve patient/client care outcomes. > Contribute to the redesign of care and treatment practices. > Provide professional practice and clinical supervision, mentoring and support to Allied Health workers and students. > Contribute to clinical practice research.
Responsibility for a consistent and high-standard contribution to an effective team	<ul style="list-style-type: none"> > Proactively safeguard the health and wellbeing of staff by ensuring safe work practices are undertaken by self and others in the workplace. > Participate in cross-site activities and contribute to the development of skills and knowledge among Woolshed team members.

<p>environment, a positive culture and safe working environment</p>	<ul style="list-style-type: none"> > Actively participate in quality improvement, professional development and peer review to ensure continuous professional improvement. > Contribute positively to the development of a strong team culture. > Design and contribute to planning activities and the implementation of strategies, processes and other means of achieving quality improvement.
<p>Contribution to effective operation of unit</p>	<ul style="list-style-type: none"> > Contributing to the development of an integrated team approach and culture which is highly responsive to the needs of our consumers. > Contributing to the promotion and implementation of the objects and principles of the Health Care Act 2008 and Public Sector Act 2009 (inclusive of the Code of Ethics for the South Australian Public Sector). > Adhering to the provisions of relevant legislation including, but not limited to, the Equal Opportunity Act 1984, Work Health and Safety Act 2012 (SA) (WHS), Awards and Enterprise Agreements. > Demonstrating appropriate behaviours which reflect a commitment to the Department of Health values and strategic directions. > Undertaking training as required to attain and maintain required competency of skills and knowledge applicable to the role.

1. ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications

- > Relevant degree or equivalent qualification granting eligibility for full membership of the Australian Association of Social Workers.

Personal Abilities/Aptitudes/Skills

- > Effective leadership skills including highly developed skills in communication, problem solving, conflict resolution and negotiation skills working within a multidisciplinary team in a manner that fosters staff potential.
- > Ability to prioritise workload, meet set timelines, and manage competing service requirements.
- > Proven ability for flexibility, innovation and creativity within the whole of service setting.
- > Proven commitment to the principles and practise of:
 - EEO, Ethical Conduct, Diversity and Worker Health & Safety.
 - Quality management and the provision of person and family centred care.
 - Risk management.

Experience

- > Experience in community health settings offering psycho-social assessment, case management, and evidence-based therapeutic interventions.
- > Experience in clinical consultancy, and service procedure evaluation and development activities.
- > Experience working with people with high and complex needs including comorbidity.
- > Experience in the supervision of students and staff including less experienced Allied Health staff.
- > Proven experience in delivering high quality and safe care consistent with the National Safety and Quality Health Care Service Standards. (Mandatory for all clinical positions.)

Knowledge

- > Awareness of National Safety and Quality Health Service Standards.
- > Understanding of Delegated Safety Roles and Responsibilities.
- > Understanding of Work Health Safety principles and procedures.
- > Understanding of Quality Management principles and procedures.
- > Awareness of person and family centred care principles and consumer engagement principles and procedures.
- > Knowledge and understanding of relevant legislation, industrial agreements, standards, codes, ethics and competency standards including the Australian National Safety and Quality and Safety Health Service Standards.
- > Comprehensive knowledge of management of people with alcohol and other drug related problems and a current working knowledge of other relevant government, non-government, and private community-based alcohol and other drug services.

2. DESIRABLE CHARACTERISTICS (to distinguish between applicants who meet all essential requirements)**Personal Abilities/Aptitudes/Skills**

- > Ability to undertake presentations to community and professional groups.

Experience

- > Proven experience in basic computing skills, including email and word processing.
- > Experience with quality improvement methodologies for clinical activities
- > Experience in analysing complex clinical data and evaluating the results of social work research and integrating, where relevant, the results into clinical practice.
- > Experience in clinical management and leadership roles.

Knowledge

- > Awareness of the Charter of Health and Community Services rights.
- > Knowledge of the South Australian Public Health System.

Educational/Vocational Qualifications

- > Post graduate qualifications in addictions, or the willingness to undertake further study in these areas or other relevant tertiary qualifications in mental health or human services related disciplines.

Other Details

- > Nil

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.

SA Health Challenges

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

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.

Governing Boards

The State Government is reforming the governance of SA Health, including from 1 July 2019 the establishment of 10 Local Health Networks, each with its own Governing Board.

Statewide	> Women's and Children's Health Network
Metropolitan	> Central Adelaide Local Health Network > Southern Adelaide Local Health Network > Northern Adelaide Local Health Network
Regional	> Barossa Hills Fleurieu Local Health Network > Yorke and Northern Local Health Network > Flinders and Upper North Local Health Network > Riverland Mallee Coorong Local Health Network > Eyre and Far North Local Health Network > South East Local Health Network

Southern Adelaide Local Health Network (SALHN)

SALHN provides care for more than 350,000 people living in the southern metropolitan area of Adelaide as well as providing a number of statewide services, and services to those in regional areas. More than 7,500 skilled staff provide high quality patient care, education, research and health promoting services.

SALHN provides a range of acute and sub-acute health services for people of all ages.

SALHN includes

- > [DASSA](#)
- > [Flinders Medical Centre](#)
- > [Noarlunga Hospital](#)
- > [GP Plus Health Care Centres and Super Clinics](#)
- > [Mental Health Services](#)
- > Sub-acute services, including [Repat Health Precinct](#)
- > [Jamie Larcombe Centre](#)
- > [Aboriginal Family Clinics](#)



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; it sets out the **South Australian Public Sector Values** as:

- > **Service** – We proudly serve the community and Government of South Australia.
- > **Professionalism** – We strive for excellence.
- > **Trust** – We have confidence in the ability of others.
- > **Respect** – We value every individual.
- > **Collaboration & engagement** – We create solutions together.
- > **Honesty & integrity** – We act truthfully, consistently, and fairly.
- > **Courage & tenacity** – We never give up.
- > **Sustainability** – We work to get the best results for current and future generations of South Australians.

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

Domestic and Family Violence

The Southern Adelaide Local Health Network (SALHN) recognises the devastating impact domestic or family violence can have on the lives, of those who experience abuse and are committed to supporting employees who experience domestic or family violence by providing a workplace environment that provides flexibility and supports their safety.

Role Acceptance

I have read and understand the responsibilities associated with the Team Co-Ordinator/ Senior Clinician in the Residential and Clinical Outreach division and organisational context and the values of SA Health as described within this document.

Name

Signature

Date