

Eastern Health

POSITION DESCRIPTION

Position Title:	Recovery Support Worker
Award Classification:	Community Development Worker Class CL 2A
Award / Agreement Name:	Health Professionals - Allied Health Professionals (Victorian Public Health Sector) Single Interest Enterprise Agreement 2021- 2026
Position Reports to:	Nurse Unit Manager

EASTERN HEALTH – HEALTHIER TOGETHER

Eastern Health is one of Melbourne’s largest metropolitan public health services. We provide a comprehensive range of high quality acute, sub-acute, palliative care, mental health, drug and alcohol, residential care, community health and statewide services to people and communities that are diverse in culture, age and socio- economic status, population and healthcare needs

TURNING POINT

Turning Point was established in 1994 to provide leadership to the alcohol and drug field in Victoria. Turning Point is now a national treatment, research and education centre that provides leadership in the alcohol and drug, gambling and mental health sectors. Combining research with service innovation, surveillance, system enhancements, education, capacity building and specialist support, Turning Point is a recognised centre of excellence that assists services, communities and governments to respond to current and emerging issues. Turning Point is part of Eastern Health and is affiliated with Monash University.

www.turningpoint.org.au



About Turning Point Addiction Medicine Unit (TPAMU)

The Turning Point Addiction Medicine Unit (TPAMU) is a comprehensive AOD treatment service providing medically-managed withdrawal and stabilisation for patients with severe AOD use disorder and associated comorbidities. The Unit offers residential 24/7 care supported by a multi-disciplinary medical, nursing and allied health team, overseen by senior addiction medical specialists.

The 20-bed unit comprises three tiers of care, including medically supported withdrawal in a subacute ward and, located in the Wellington House community setting, step down withdrawal plus extended withdrawal and medical stabilisation beds, as follows:

- **Withdrawal treatment:** 8 subacute (average 7-day stay) hospital-based beds located at Box Hill hospital 1E Ward;
- **Withdrawal Step down:** 4 beds located at Wellington House to enable step down withdrawal care for clients managed at 1E subacute unit; and
- **Withdrawal Stabilisation:** 8-bed residential withdrawal stabilisation unit at Wellington House with an average 21-day stay.

The TPAMU service builds on existing AOD infrastructure based at Eastern Health's Box Hill site, including emergency department and hospital consultation liaison. Eastern Health is one of Victoria's largest healthcare networks with 50 facilities including 3 busy suburban emergency departments.

1. POSITION PURPOSE

The Recovery Support Worker will provide practical and emotional support and facilitation of program engagement to the Residential Withdrawal participants, who have alcohol and/or other drug (AOD) use problems to assist in meeting the holistic needs of participants to improve their health and well-being. The role will support all clients but the primary focus will be to support clients who identify as Aboriginal or Torres Strait Islander, LGBTIQ+ and clients from culturally and linguistically diverse communities throughout their stay.

The position will promote and support independent living and community integration, facilitate in the educational, developmental, recreational and occupational programs and activities of the service, as appropriate. The role will ensure clients of the service are supported throughout their alcohol and other drug withdrawal journey.

2. MAJOR DUTIES AND/OR RESPONSIBILITIES

- Ability to work with clients who identify as Aboriginal or Torres Strait Islander, LGBTIQ+ and those from culturally and linguistically diverse (CALD) communities
- Promote and support independence and community integration in your approach with clients including liaising with key community-based personnel in pursuit of accessible community activities in accordance with clients' choices and aspirations
- Engage with clients in a way that keeps them motivated whilst waiting for an admission appointment date

- Ensure all interaction with clients is approached in a professional manner and with dignity and respect and to report any concerns to the ANUM or NUM as appropriate
- Be able to provide advice to clients and their families about appropriate referral pathways
- Work with clients to develop a continuing Individual Recovery Plan that addresses their comprehensive needs
- Partner with clients to develop comprehensive treatment plans that are time limited, measurable and attainable for clients
- Engages in a team capacity and will take on additional duties as needed or assigned.
- Participate in clinical and organisational supervision
- Delivers "hands on" practical support to enhance living skills and planning activities to assist in meeting treatment plan goals
- Organises a range of appropriate enjoyable social activities to ensure clients remain actively engaged
- Works as part of a team to achieve the best outcomes for clients
- Manages clients' behaviour in line with the program policies, which may include client warnings and unplanned discharges relating to program rule breaches
- Work as part of a team by ensuring good communication within the team and with external agencies, carers and families and maintaining relevant records
- Drives and supervises clients while on outings
- Provides assistance with other daily living activities as required.
- Encourages client participation in program activities.
- Be a friendly ear to clients.
- Provide any relevant support to clients as required.
- Assist with day-to-day issues that arise in the facility.
- Record and document incidents as required.

3. SAFE PRACTICE AND ENVIRONMENT

Occupational Health and Safety

Eastern Health is committed to provide and maintain a working environment for all staff that is safe and without risk to health. All staff are to take care of their own health and safety and the health and safety of any other person who may be affected by your acts or omissions at the workplace. Understand responsibilities and accountabilities to yourself and others in accordance with OH&S legislation and Eastern Health policies and promote a working environment that is congruent with these guidelines. This includes staff reporting of all

clinical and OHS incidents and near misses, in particular those related to Occupational Violence, Manual Handling and Slips, trips and falls.

Staff are required to comply with all state legislative requirements in respect to the Occupational Health and Safety Act 2004 and the Workplace Injury Rehabilitation and Compensations (WIRC) Act 2013.

4. TRAINING AND DEVELOPMENT

Relevant, practical and timely education should direct, facilitate, enhance and support the professional growth and practice of employees in a health environment characterised by change. All programs should endeavour to promote evidence-based practice, a problem solving approach and to be competency based.

You are expected to participate in the personal development process on an annual basis.

5. QUALITY

As a staff member of Eastern Health staff are required to comply with Eastern Health performance standards and participate in continuous monitoring and improvement as part of your role. You are also required to comply with legislation, professional standards and accreditation standards.

As a staff member employed by Eastern Health services you must have and maintain the appropriate skills and knowledge required to fulfil your role and responsibilities within the organisation. In addition, you must ensure that you practice within the specifications of this position description, and where applicable within the agreed scope of practice.

You are responsible for ensuring safe high quality care in your work. This will include complying with best practice standards, identifying and reporting any variance to expected standards and minimising the risk of adverse outcomes and patient harm. In addition, you will ensure that service and care is consistent with the EH approach to patient and family centred care.

6. CONFIDENTIALITY

Any information obtained in the course of employment is confidential and should not be used for any purpose other than the performance of the duties for which the person was employed. Staff are bound by the Information Privacy Act 2000 and the Health Records Act 2001.

7. EQUAL EMPLOYMENT OPPORTUNITY

You agree to adhere to the Equal Employment Opportunity policies and practices of the Health Service. Discriminatory practices, including sexual harassment, are unlawful. The Health Service will not tolerate discriminatory behaviour and any such conduct may lead to the invoking of the Disciplinary Policy and Procedure, which may result in termination of employment.

8. PERFORMANCE DEVELOPMENT

A Performance Review, that includes agreed targets, will occur three (3) months from commencement and then annually on the basis of the duties and responsibilities outlined in this position description. This is an opportunity to review personal and the allocated work unit's service performance, facilitated by the setting of objectives/goals and ongoing evaluation of performance and achievement. Objectives will be developed annually, documented, discussed and agreed with the immediate line manager, who will act as the assessor. The incumbent is expected to demonstrate and show evidence annually of on-going self and allocated work unit's service development.

9. EASTERN HEALTH'S PROMISE

Our promise to our communities, patients, consumers and staff is that we will be **HEALTHIER TOGETHER**. Bolder than a vision for the future, our promise calls us to action. We know that working together is the only way we can achieve what is necessary for a healthier future.

Our values are ones in action and are the behaviours that matter most.

- Respect for all
- Safe always
- Partnering in care
- Learning and improving everyday

Learning from the challenges of the past and looking to the future, we understand that we are building towards a more engaged, more reliable, always safe health service in partnership with our people to improve every day.

10. ATTACHMENTS

- Attachment 1 Key Selection Criteria
- Attachment 2 Additional Information

11. NOTE

Statements included in this position description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all-inclusive.

Prior to accepting any offer of employment, prospective employees will be required to read and commit to the Eastern Health Code of Conduct, including (but not limited to) issues of Occupational Health and Safety, Equal Opportunity and Confidentiality.

Vaccination against infectious disease is a mandatory requirement of this role. An offer of employment is conditional on you providing evidence that you are currently vaccinated against COVID-19, prior to commencing employment.

Signed: _____

Date: ___/___/___

Manager

INCUMBENT STATEMENT

I _____ (Incumbent Name) have read, understood and accepted the above Position Description and associated Attachments.

Signed: _____

Date: ___/___/___

ATTACHMENT 1

KEY SELECTION CRITERIA

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Essential

- Certificate IV (or equivalent) in the application of AOD interventions or the four competencies required to work within the AOD sector or working towards this
- Desire to support clients who identify as Aboriginal or Torres Strait Islander, LGBTIQ+ and clients from culturally and linguistically diverse communities
- Desire to support client's recovery through engaging them in physical and recreational activities
- Interest or experience in working with multi-cultural Australians experiencing alcohol and other drug problems.
- Highly motivated, creative, and productive approach to the provision of activities.
- Interest or experience in working with associated co-occurring health problems i.e. mental health
- Good communication and interpersonal skills.
- Good communication and problem solving skills and ability to promote a positive and cooperative team environment.
- Ability to respond to changing priorities.
- A Certificate IV Leisure & Health or similar qualification will be an added advantage
- Current and valid Victorian drivers licence is required

Aboriginal & Torres Strait Islander Candidates

Eastern Health's Aboriginal Workforce Plan 2023 – 2026 has recently been released. With a strong focus on cultural safety and belonging, actions included in the Workforce Plan provide practical supports for all Aboriginal and/or Torres Strait Islander staff.

An Aboriginal Employment Coordinator is available to ensure each person has culturally safe and positive employee experiences which foster belonging and access to diverse experiences and career pathways.

Should you require further information regarding this position or support to complete an application, please contact the Recruitment Manager for this position or Eastern Health's Aboriginal Employment Coordinator at Aboriginal.Workforce@easternhealth.org.au

ATTACHMENT 2

Eastern Health/Department/Specialty Information & additional position requirements

Position Title:	Recovery Support Worker
Department / Specialty Area	Turning Point Addiction Medicine Unit
Campus / Physical Location	Box Hill

ORGANISATIONAL CONTEXT

Eastern Health

Eastern Health is a leading provider of health care in the eastern region of Melbourne and incorporates Acute: Aged Care, Rehabilitation and Community Health and Mental Health and Alcohol & Drug Services across a number of large, medium and small work locations.

Statewide Services

The Statewide Services Program sits within Eastern Health's Surgery, Women and Children, Mental Health, Medical Imaging and Statewide Services (SWMMS) directorate and consists of Turning Point and Spectrum. Turning Point is a Victorian specialist alcohol, drug and gambling organisation that integrate treatment and support services with research, education and training. Spectrum is Victoria's only statewide centre for the specialist treatment of Borderline Personality Disorder and provides training and education and contributes to research in this area.

LOCAL WORK ENVIRONMENT

Turning Point

Turning Point was established in 1994 and amalgamated with **Eastern Health** in October 2009 and is formally affiliated with Monash University. Turning Point is a national addiction treatment centre, dedicated to providing high quality, evidence-based treatment to people adversely affected by alcohol, drugs and gambling, integrated with world-leading research and education. Combining innovative research in the clinical, population health and policy fields, with service innovation, surveillance, system enhancements, capacity building and specialist support, Turning Point directly assists services, communities and government to respond to current and emerging issues.

Treatment

Turning Point's multidisciplinary staff, including Addiction Medicine Consultants, Psychiatrists, nurses, psychologists, social workers and alcohol and drug counsellors, provide specialist clinical and support services to people affected by alcohol and drugs and problem gambling. Turning Point provides a broad range of face-to-face, telephone and online evidence based treatment interventions.

Research

Turning Point conducts practical and applied research leading to policy and service development with a focus on improving and expanding the range and quality of treatment and support services through evidence-based research.

Education

Turning Point is a leading provider of education and training services in the alcohol and drug sector in Australia. As a Registered Training Organisation (RTO) and in partnership with Monash University Turning Point builds the capacity of health and welfare professionals to respond more effectively to alcohol and drug issues.

Spectrum

Spectrum is the leading centre in Victoria for the synthesis and dissemination of knowledge and practice, in relation to the treatment of, and recovery from borderline personality disorder, including those presentations where a number of co-morbid conditions create clinical complexity. Spectrum's work can range from contributing to research, capacity building in the workforce (statewide and nationally), to providing a full clinical service of empirically supported treatment interventions including: specialist assessment and case management, individual and group psychotherapy, biomedical treatments and secondary consultation (including telephone and online).