

Position Description

Position Title	Harm Reduction Practitioner
Division	Medically Supervised Injecting Room
Classification	Community Health Centre Stand Alone Services SACS Multi Enterprise Agreement 2017 – Community Development Worker
Employment Type	Casual
Reports To	Harm Reduction Team Practitioner Team Leader
Ordinary Location	Lennox Street, Richmond
Vaccination Status	Current and compliant with the Victorian Health Care

Organisation Profile

North Richmond Community Health (NRCH) is committed to making healthcare more accessible and culturally relevant. It works with community members to support social justice principles which afford all people the right to dignity, respect, and the highest quality of care. With the recent addition of Victoria's first Medically Supervised Injecting Room, NRCH is dedicated to combating stigma and discrimination experienced by people who use drugs, and improving their quality of life.

NRCH provides a range of medical, allied health, dental and community services to clients from all backgrounds. We also provide specialist health services in other parts of Victoria, and work with health, government and community services around the country.

Website Information: www.nrch.com.au

Position Purpose

In 2017 the Victorian Government enacted legislation to establish a trial of Victoria's first Medically Supervised Injecting Room (MSIR) at North Richmond Victoria.

This position is responsible for supervising clients before, during and after episodes of injecting. The position aims to optimise health by saving lives and reducing injury from the negative effects associated with drug use. Core activities include client engagement, working with complex and challenging behaviours, health assessment, management of health emergencies, health education, brief interventions and referral to other health and welfare services. This position is part of the MSIR Harm reduction team and works closely with the Nursing team.

This position is accountable to and works under the general direction and guidance of the Harm Reduction Practitioner Team Leader, the shift direction and guidance of the Nurse in Charge and receives guidance, support and direction from the MSIR Management team.

Key Responsibilities/Skills

- Registration of clients and data collection
- Observe and monitor client's wellbeing throughout their visit to MSIR, acting on client alerts and behavioural contacts as indicated.
- Provide interventions for safer injecting and health promotion
- Engage with clients to identify health needs and refer to local health and welfare services
- Follow the Team Leader's/Nurse in charge/Management team's direction and assist as required during client emergencies

- Record all relevant client observations and/or interactions on MSIR forms, clinical database and medical record.
- Develop and maintain skills in overdose management, incident de-escalation and management, infection control, vein care and safer injecting practices, harm reduction and health promotion.
- Provide needle syringe (NS) equipment
- Assist with maintaining NS stock levels; order stock and other resources and coordinate the storage of NS supplies and educational resources.
- Participate in needle/syringe retrievals and monitor the area around NRCH as required
- Provide outreach support and respond to overdoses in the surrounding area as directed
- Uphold and promote the dignity of all people who use our service and promote awareness and understanding in the community
- Participate in program planning and delivery
- Undertake all responsibilities in accordance with the NRCH MSIR Internal Management Protocols.

Key Capabilities

Communication:

- The ability to present information clearly and persuasively and seek out the ideas and views of others.
- The capacity to communicate appropriately in a variety of settings, while being consistently professional, concise and engaging.
- The ability to present well-constructed written communication.

Decision making:

- The ability to coordinate information from a variety of sources; identify, define, and analyse operational problems and situations and anticipate potential roadblocks.
- Solutions focussed approach to problem solving.

Leadership:

- The ability to inspire and guide individuals including the meaningful link between NRCH's Strategic plan and the individual's role in day to day operations.
- The ability to build capacity within the team s to develop and strengthen specific knowledge and skills needed to provide quality client care and promote self-responsibility for learning.

Teamwork:

- The ability to collaborate with colleagues to seek solutions that are beneficial to all groups as well as forge successful teams among individuals with diverse perspectives and skills.

Action Management:

- Ensure the timely delivery of initiatives, prioritise issues and organize activities to optimize outcomes.

Interpersonal Relations:

- Understand the importance of fostering positive relationships with co-workers and relevant external organizations.
- Treat all stakeholders with dignity, respect and fairness. Strive to alleviate any negative impact of decisions on people.
- Deal with differences of opinion fairly before they escalate into conflict and seek common ground among individuals when opinions differ.

Client Focus:

- The ability to identify and respond to the needs of the community.

- An understanding of the social model of health, clients’ rights and responsibilities, health promotion and community participation concepts and the ability to integrate these concepts into action within the Program.
- Actively implements and seeks client feedback in line with organisational Client Feedback policy.
- Engages consumers in planning, design, delivery and measurement and evaluation of systems and services.

Personal:

- At all times, maintain a standard of conduct, reflective of the NRCH Code of Conduct, and those of relevant professional codes.
- Set annual goals for themselves in conjunction with the General Manager and participates in their own annual Performance Management.
- Maintain an effective personal professional development plan.

Key selection criteria

Qualifications

Essential	<ul style="list-style-type: none"> • Qualifications in Welfare or Social Sciences, Psychology, Public Health or equivalent
Desired	<ul style="list-style-type: none"> • Current CPR certificate preferred • Current First Aid certificate preferred
Professional Membership(s)	<ul style="list-style-type: none"> • Not applicable.

Experience

Essential	<ul style="list-style-type: none"> • Demonstrated ability to engage with vulnerable people who may exhibit complex and challenging behaviours • Experience working in needle and syringe programs, drug and alcohol services, crisis services • Computer competence including the use of clinical databases
Essential Attributes	<ul style="list-style-type: none"> • Understanding of, and commitment to, Harm Reduction and Social Justice • Understanding of the health, social and legal issues related to injecting drug use and marginalised populations • Demonstrated skill and experience providing a comprehensive range of harm reduction interventions with people who inject drugs • Highly developed interpersonal and communication skills, including problem solving ability and conflict resolution skills, as well as sound oral and writing skills • Demonstrated ability to work in a team environment
Preferred	<ul style="list-style-type: none"> • 2 years’ experience working with people who inject drugs advantageous • Experience in psychosocial and drug use assessment and referral, supportive counselling and crisis management desirable • Experience of working in a trauma-informed model of care desirable

Appointment is subject to:

- Successful National Police Check
- Evidence of current Working with Children check

Physical Demands of the role:

- Sitting for long periods of time
- Frequent walking and moving through stairs in the building
- Ability to work in Moderate Stress;
- Ability to adapt to change in the work place;
- Working with clients who are distressed / Uncooperative / Unpredictable.

Internal Training Requirements

Topic	Timeframe for completion
NRCH Code of Conduct	3 months
Bullying and Harassment for Leaders	3 months
Cultural Competency	3 months
Hand Hygiene	3 months
Child Safety	3 months
Social Media	3 months
Cybersecurity	3 months
Occupational Health and Safety	3 months
Conflict Negotiation	3 months
Aboriginal Cultural Safety	3 months
CPR or Advanced Life support	6 months
First Aid	6 months

All NRCH appointments must:

- Conduct themselves in a manner consistent with organisation's Code of Conduct, Scope of Practice, Employment Contract, Cultural Competency standards and all other policies and procedures.
- Create and provide a child-safe environment and to the participation and empowerment of children. NRCH has zero tolerance of all forms of child abuse and all allegations and safety concerns will be treated very seriously. All NRCH staff and volunteers are required to contact authorities when they are worried about a child's safety. If you believe a child is at immediate risk of abuse contact 000.
- Participate in the NRCH risk management and quality improvement systems by being aware of responsibilities to identify, minimise and manage risks and identify opportunities for continuous improvement in the workplace through communication and consultation with managers and colleagues.
- Contribute positively to a safe workplace by reporting hazards and incidents immediately to an OHS representative, committee member or manager. Employees must behave in a manner that fosters safe working practices.

- Adhere to NRCH infection control policies and procedures.
- Present for work on time, and follow notification guidelines when ill or late for work or applying for leave.
- Be subject to a six-month probationary period, wherein performance will be reviewed prior to the expiry of the probationary period and an ongoing employment decision will be communicated.
- Participate in annual performance reviews where all staff will have responsibility for an individually tailored work plan. All position descriptions are open to periodic review by management in consultation with staff.
- Participate in NRCH Accreditation processes as required;
- Work in the guidelines of the NRCH smoke-free environment, including within vehicles.
- Be willing to perform other duties as directed, in accordance with training, skills and experience.

Further Information

For enquiries relating to this position, contact Human Resources on workforus@nrch.com.au.

I understand and have read the above Position Requirements and hereby declare that I am:

- 1. suitably qualified and experienced to undertake the duties described herein; and*
- 2. physically able to undertake the duties herein described without modification.*

SIGNATURE
[INSERT NAME]:

____/____/____
DATE:

Job Demands Checklist

North Richmond Community Health endeavours to provide a safe working environment for all staff. The table below describes the demands and risk factors associated with this job. Applicants must review this information to ensure they can comply with these requirements. Successful applicants will be required to sign the acknowledgment at the end of the position description to confirm their ability to perform the job demands of this position.

Frequency definitions:	
I = Infrequent	Activity may be required very infrequently
O = Occasional	Activity required occasionally, not necessarily all shifts
F = Frequent	Activity required most shifts, up to 50% of the time
C = Constant	Activity that exists for the majority of each shift and may involve repetitive movement for prolonged periods
N/A = Not Applicable	Activity not performed

Aspects of Normal Workplace		Frequency				
Demands	Description	I	O	F	C	N/A
Physical Demands						
Sitting	Remain seated to perform tasks				x	
Standing	Remain standing to perform tasks				x	
Walking	Periods of walking required to perform tasks				x	
Bending	Forward bending from waist to perform tasks			x		
Kneeling	Remaining in a kneeling position to perform tasks		x			
Lifting/Carrying	Light lifting and carrying			x		
	Moderate lifting and carrying		x			
	Assisted lifting (mechanical, equipment, person assist)	x				
Climbing, Working at Heights	Ascending and descending ladders, steps, scaffolding					x
Pushing/ Pulling	Moving objects e.g. trolleys, beds, wheelchairs		x			
Reaching	Arms fully extended forward or raised above shoulder	x				
Crouching	Adopting a crouching posture to perform tasks					x
Foot Movement	Use of leg and/or foot to operate machinery					x
Head Postures	Holding head in a position other than neutral (facing forward)	x				
Fingers/Hand/ Arm Movement	Repetitive movements of fingers, hands and arms e.g. computer keyboarding				x	
Grasping/Fine Manipulation	Gripping, holding, clasping with fingers or hands		x			
Driving	Operating a motor vehicle e.g. Use of hospital cars, deliveries, visiting clients, tractor, ride on mower, forklift, bus etc.		x			
Using role specific tools/equipment	Floor Polishing Machines, Floor Scrubbing Machines and Vacuums					x

Aspects of Normal Workplace		Frequency				
Demands	Description	I	O	F	C	N/A
Psychosocial Demands						
Distressed People	Highly emotional people crying, upset, unhappy, depressed. Eg. Emergency or grief situations			x		
Aggressive/ Unpredictable People	Raised voices, yelling, swearing, arguing. Eg. Drug/alcohol, dementia, mental illness			x		
Exposure to Distressing Situations	Eg. Child abuse, delivering bad news, viewing extreme injuries, viewing deceased		x			
Environmental Demands						
Security Concerns	Concerns about safety and security of self, accessing and leaving work, performing duties		x			
Noise	Environmental/background noise necessitates people raising their voice to be heard		x			
Confined Spaces	An enclosed or partially enclosed space that is not designed or intended primarily to be occupied by a person					x
Biological Hazards	Eg. Exposure to body fluids, bacteria, infection diseases requiring PPE			x		