

Position Description	
<b>Position</b>	Enhanced CBD Outreach Program Specialist Team Support
<b>Position Number</b>	PXXXX (iChris)
<b>Status</b>	Part Time, Fixed term (TP)
<b>Network</b>	Services Network
<b>Agreement</b>	Victorian Stand-Alone Community Health Services (Health and Allied Services, Managers and Administrative Officers) Multiple Enterprise Agreement 2018 - 2022
<b>Classification</b>	Grade 4
<b>Reports to</b>	Program Facilitator Enhanced CBD Outreach Program

cohealth is one of Australia's largest community health organisations delivering a range of health and support services across Melbourne's CBD, northern and western suburbs.

Our mission is to strengthen community and make a difference to the lives and wellbeing of people, particularly of those who experience stigma and the risk of marginalisation. We create impact through a powerful combination of advocacy, innovation in service delivery, and partnership with consumers, communities and other stakeholders.

Our work is informed by human rights-based principles including participation, accountability, non-discrimination, empowerment and the practice of human rights standards. We require all employees to perform in a way that is in line with these principles and we strive to have a workforce that is reflective of the community we provide services to.

We celebrate difference and welcome people of all cultural backgrounds, faiths, genders, sexualities and abilities.

### Position Overview & Purpose

This position sits within the AOD and Homelessness cluster. The Cluster delivers value-based care through codesign and by developing the capacity and capability for teams to work to the top of their scope of practice and in self-organising ways.

The AOD & Homelessness Cluster aims to improve the health, wellbeing, housing and social outcomes of people who use alcohol and other drugs and/or those experiencing homelessness in the Inner North West of Melbourne. The Cluster delivers a human rights approach to health care which reduces harms, is trauma informed, consumer directed, holistic, recovery and strengths based.

The Specialist Team Support is an expert in their field. This role drives the team to deliver impactful service, ensure the team is equipped, engaged, clear on and accountable for their objectives. A primary objective of this role is to deliver a safe and inclusive, consumer first service.

### Key Accountabilities

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- Leads team to deliver collective and individual objectives through:
  - Recruiting and Inducting new team members and building their self-organising capability and fostering alignment with team members;
  - Facilitating team cohesion and retention;
  - Contributing to Practice Reflection sessions;
  - Delivering individual feedback through 'supervision' and Performance Development Reviews;
  - Effective day to day team leadership activities such as rostering, team leave, timesheets etc;
  - Identifying training needs and enabling skills acquisition for individual team members;
  - Relentless focus on team culture, welfare and retention, underpinned by trusting relationships and cohealth's learning culture;
- Expertly analyses available data to produce actionable intelligence for the team;
- Is across and understand individual and team performance and continually develops strategies to leverage growth, motivating the team to strive to improve client outcomes and impact;
- Champion's and leads local innovation and process improvement initiatives, linking with cohealth's Performance Optimisation team and supporting Service Redesign;
- Seeks out improved data to improvement measurement and contributes to efforts across cohealth to obtain and use meaningful data for evaluation;
- Leads projects within team, engaging team members to contribute to process improvements and projects that optimise client impact;
- Actively supports service integration through participation at Service Integration Groups and championing a cross service collaboration approach;
- Develops team(s) capacity and capability to work to the top of their scope of practice and in self-organising ways, including peer coaching, peer conflict resolution, group problem solving, team performance monitoring and objective setting;
- Undertakes secondary consultations where applicable;
- Maintain knowledge, skills, qualifications, accreditations and registrations through participation in professional development activities;
- Carry out duties in a manner that does not adversely affect their own health and safety of others by reporting all incidents and injuries as well as cooperating with any measures introduced in the workplace to improve Work Health & Safety (WHS);
- Comply and adhere to all cohealth policies and procedures including code of conduct and values;
- Undertake special projects or tasks as required; and
- Perform all other duties as directed, within the limits of skills, competence and training to maximise flexibility and effectiveness.

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### Position Requirements

- Working with Children's Check (WWCC)
- Participation in the Disability Exclusion Scheme
- Victoria Police Check
- Current Victorian Driver's License

### Key Selection Criteria

- Tertiary qualifications and/or demonstrated experience in public health, health promotion, community development, program management, facilitation with a focus on working with marginalised populations including those who use substances and a lived experience is highly valued;
- Demonstrated team leadership in a community or public health organisation working with marginalised populations;
- Demonstrated experience developing positive team culture;
- Demonstrated experience supervising and coaching staff to deliver quality care outcomes, lifting performance when necessary;
- Commitment to client care that changes outcomes, including community participation and continuous quality improvement;
- Demonstrated experience delivering plans on risk, financial management and compliance;
- Demonstrated high level communication and interpersonal skills with capacity to work effectively with managers, staff and consumers whilst also expertly managing strategic partnerships;
- Commitment to, and experience in delivering outcomes in Continuous Quality Improvement;
- Demonstrated experience of team planning, culture and capacity building;
- Experience leading program operational requirements and managing strategic partnerships;
- Is a devoted lifelong learner who openly shares knowledge;
- Undertake a Human Rights approach to health care delivery.

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