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AOD Care Coordination Practice Lead LGBTIQA+

*Drummond Street Services is an essential service and its workers, contractors, students and volunteers are authorised workers and are* ***required*** *to be* ***vaccinated*** *against COVID-19 from 15th November 2021 (suitable proof includes COVID-19 Digital Certificate or Immunisation history statement). Exceptions only include workers that hold certification from a medical practitioner that they are unable to receive a dose, or a further dose, of a COVID-19 vaccine due to a medical contraindication or an acute medical illness (this includes contractors, self-employed and unpaid workers).*

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| **Position Title:** | Care Coordination Practice Lead LGBTIQA+ | | | **Position Grade:** | SCHADS 6 |
| **Department/Division:** | queerspace | | | **Position No.** |  |
| **Reporting to:** | Senior Practitioner or Manager | | | | |
| **Position summary/purpose:** | | | | | |
| **First Nations People, LGBTIQ+ people, people with disability, people of colour, public housing residents or people with a lived experience are encouraged to apply.**  Drummond Street Services is working in partnership with YSAS and Odyssey to deliver the *Intersectional Care Coordination Platform* across the northwest region of Melbourne, funded by the North Western Melbourne Primary Health Network (NWMPHN). The Platform is based on evidence informed therapeutic process and intersectional practice aimed at increasing the engagement and improving AOD treatment outcomes for specific young people and families from diverse backgrounds and identities. The *Intersectional* *Care Coordination Platform* recognises the need to privilege cultural and intersectional knowledge and competence within therapeutic service and practice decision making. It also puts at the centre the primacy of family as a setting for both risk and protective factors for problematic patterns of AOD use, but also its importance as fundamental to support recovery.  Drummond Street Services is employing three Care Coordination Practice Leads who are responsible for the implementation of the Youth AOD Intersectional Care Coordination Platform and client therapeutic process (journey). The role is pivotal to ensuring that shared care arrangements between partners are cohesive and effective in addressing the complex intersectional needs and risks associated with each case. The therapeutic process is embedded into the care pathway that includes intake-screening, assessment (whole of family and AOD specific), goals setting, the formulation and review of family and AOD treatment plans and finally planned transition from the service. The three positions will focus on three diverse communities, LGBTIQA+, African communities and Pasifika communities, and will cover the region, being based in Inner Melbourne, outer west and outer north. | | | | | |
| **Key Responsibilities** | | | | | |
| **Service Delivery**  The Care Coordination Practice Lead LGBTIQA+ will work collaboratively with the team from YSAS and Odyssey to ensure that:   * Young people and families are provided with carefully tailored, evidenced based, intersectional interventions that address the identified needs of young people and families (this includes family counselling, support and parenting interventions), with particular focus on working with LGBTIQA+ people. * Dynamic risk associated with collaborative AOD treatment and Family Care Plans are identified and managed. * Connections are built with priority LGBTIQA+ communities to deliver safer and more effective AOD service responses. * Secondary consultation is available on specific risk issues such as family violence, mental health etc.   The Care Coordination Practice Leads will also have a vital role in:   * Monitoring and ensuring program fidelity. * Contributing to evaluation and facilitating continuous improvement. * Facilitation of capacity building for Practitioners from the service and from partner organisations in the sector, with particular focus on working with LGBTIQA+ people. * Connecting the NWMPHN for service planning purposes. * Establishing local Youth AOD Intersectional ‘Communities of Practice (external to the Alliance but including Alliance practitioners).   **Community Development and Training**  Participate in professional development and training as identified in collaboration with line manager.  Participate in individual and group supervision as well as communities of practice.  Participate in annual performance reviews and professional development plans.  Represent the organisation positively with a range of external health, social services and other relevant providers for the purpose of making appropriate client referrals, providing conjoint support where required, and promotion of agency programs.  Use community development approaches (social justice, equality and mutual respect) to increase self-efficacy and empowerment of diverse communities.  Develop and deliver LGBTIQA+ training to community members, partners and the broader sector.  Work collaboratively with other services to identify and address services gaps and client needs for LGBTIQA+ people.  **Accountability**  Participate in the ongoing development of the service to ensure it is meeting LGBTIQA+ community and client needs.  Comply with funded service standards, practice manual, contract guidelines, and local operating procedures.  Comply with Child Safe Standards and obligations under the Reportable Conduct Scheme and collaborate with others to ensure or workplace and programs are culturally safe and affirmative for employees, children and families.  Ensure program case notes and other client information is recorded according to service standards and practice.  Ensure reporting requirements for the program are undertaken.  Work within risk management, quality standards and continuous improvement frameworks.  **Research and Evaluation**  Assist with the design and implementation of research and evaluation activities, and assist with data collection, recording and analysis and report writing as required.  Participate in annual program reviews and contribute to the design and delivery of this project.  **Risk**  Actively identify, monitor and manage areas of key risk and lead appropriate escalation and response.  Actively monitor and act to improve the quality and safety of client services.  Commit to prioritising child safety and adhere to the Reportable Conduct Scheme for organisations.  **OH&S**  Identify, report and record all safety hazards, incidents and injuries.  Take reasonable care for the health and safety of others who may be affected by their acts or omissions and comply with the requirements of Victorian Occupational Health and Safety (OHS) Act 2004 and related ds OHS procedures and Safe Operating Procedures.  **Quality Assurance & Improvement**  Be proactive, engaged in and committed to creating great experiences for each client.  Be open to new ways of doing things and respond to challenges with innovative ideas and solutions.  **Social Differences**  Role model, demonstrate and promote respect for and value social differences.  Interact with drummond street clients, staff and other stakeholders in a manner that is inclusive, respectful and non-discriminatory.    **Productivity**  Focus on people as well as productivity.  Monitor productivity, identify and implement improvements as needed.  **Infection Control**  Commit to all necessary infection control measures as directed, including:  Practice hand hygiene keep your working environment clean & hygienic including shared areas such as kitchens, bathrooms, meeting rooms etc.  Wear personal protective equipment (PPE) as directed. | | | | | |
| **Key Competencies/Skills** | | | **Experience Profile (incl Qualifications)** | | |
| **Competency** | | **Technical/Functional** | Tertiary qualification in Social Work, Youth Work, AOD or equivalent  A minimum of three years’ experience in the AOD sector, LGBTIQA+, family services sector or youth sector  Demonstrated knowledge and application of a range of therapeutic approaches for LGBTIQA+ individuals, couples, families and specifically young people impacted by AOD use  Demonstrated experience in delivery of group programs  Demonstrated understanding of the needs, issues and sensitivities of people from diverse backgrounds including Aboriginal, LGBTIQA+ and culturally and linguistically diverse people and communities  Demonstrated capacity to work within integrated, collaborative and systemic approaches  Demonstrated organisational skills including the ability to meet deadlines and prioritise work tasks  Demonstrated capacity to work creatively, show initiative, contribute ideas and be active in a supportive team environment in an agency working to support individual and family relationships | | |
| Organisational & Quality Focus  Planning & Implementation  Results Driven & Client Orientated  Promotes productive work practices  Creative, flexible and solution focused  High level of self-awareness, professionalism and social justice values | | Interpersonal, community & inter-agency relationships skills  Ability to work independently and as part of a team  Highly developed interpersonal, oral and written skills  High level skills in AOD and youth work  Expertise in AOD therapeutic interventions and strategies, and knowledge of intersectional practice  Family-aware and inclusive practice whilst holding risk and safety as paramount  Cultural and diversity humility  Sound group facilitation skills  Highly developed administration and information technology skills |
| **Position Dimensions** | | | **Decision Making Authority** | | |
| No. Of FTE:1  Operates within cross-disciplinary teams with YSAS and Odyssey and across multiple service sites in the northwest region of Melbourne.  Participant in relevant agency partnerships and community stakeholder groups where required. | | | Independent professional judgement, including when to seek advice.  Management of own workload in consultation with their supervisor as required. | | |