

# Position Description

Position Summary	
<b>Position Title</b>	Harm Reduction Practitioner
<b>Program</b>	Medically Supervised Injecting Room
<b>Enterprise Agreement / Award</b>	Community Health Centre (Stand Alone Services) Social and Community Service Employees Multi Enterprise Agreement 2017 or its successor
<b>Classification</b>	SACS Level 4
<b>Reports To</b>	Harm Reduction Team Practitioner Team Leader
<b>Ordinary Location</b>	23 Lennox Street, Richmond, VIC
<b>Immunisation Requirements</b>	Category A

Organisation Profile
<p><b>North Richmond Community Health (NRCH)</b> 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.</p> <p>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.</p> <p>Website Information: <a href="http://www.nrch.com.au">www.nrch.com.au</a></p>
Program Description
<p>The Medically Supervised Injecting Room is an anonymous service that provides a setting for supervised injecting, on-site clinical services as well as access to a range of health and social support services. As a service, the Medically Supervised Injecting Room reduces overdose deaths and non-fatal overdose-related harms, reduces ambulance attendances and emergency department presentations related to overdose, assists in reducing the spread of blood-borne diseases including HIV and hepatitis C and provides a gateway to health services including mental health and drug treatment services.</p>
Position Purpose
<p>In 2017 the Victorian Government enacted legislation to establish a trial of Victoria's first Medically Supervised Injecting Room (MSIR) at North Richmond Victoria.</p> <p>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.</p> <p>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.</p>

### Key Responsibilities

- 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 SELECTION CRITERIA

#### Qualifications

Essential	<ul style="list-style-type: none"> <li>• Qualifications in Welfare or Social Sciences, Psychology, Public Health or equivalent</li> </ul>
Desired	<ul style="list-style-type: none"> <li>• Current CPR certificate preferred</li> <li>• Current First Aid certificate preferred</li> </ul>

#### Experience

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

### Required Competencies, Core Values and Behaviours

#### 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.

#### Problem solving:

- 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.

#### 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.
- Actively participates in team activities.
- Performs own roles and responsibilities efficiently to contribute to the program and organisation's objectives
- Seeks feedback to ensure work is consistent with expectations.
- Identifies opportunities to do things better, develops ideas with others and assists with the implementation of routine changes.

**Interpersonal Relations:**

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

**Community Focus:**

- Is sensitive to communities' heritage, traditions and identity.
- Develops the knowledge and skills needed to provide quality client care.
- Maintains basic awareness of current community issues.

**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 line manager and participates in their own annual Performance Management.
- Maintain an effective personal professional development plan.

**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.
- Behave in a manner consistent with organisation's values of Innovation, Embracing Diversity, Equity of Access, Organisational Learning, Respect for Others, Openness and Connectedness with our Community
- 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 Program Manager MSIR.

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

Aspects of Normal Workplace		Frequency				
Demands	Description	I	O	F	C	N/A
<b>Physical Demands</b>						
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		

Aspects of Normal Workplace		Frequency				
Demands	Description	I	O	F	C	N/A
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
<b>Psychosocial Demands</b>						
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			
<b>Environmental Demands</b>						
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			

Aspects of Normal Workplace		Frequency				
Demands	Description	I	O	F	C	N/A
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		

## Mandatory Employment Requirements

- **Police Checks:** It is a requirement of the role that the incumbent provide a satisfactory National Criminal History Check prior to employment, as well as periodic checks every three years as outlined in the NRCH Recruitment, Selection and Induction Policy. International Police Checks will be required where the incumbent has lived overseas within the past 10 years.
- **Mandatory Immunisation:** North Richmond Community Health is required to manage the risk of transmission of vaccine preventable diseases as legislated by Health Services Amendment (Mandatory Vaccination of Healthcare Workers) Bill 2020 (Vic). Consistent with this, all staff are required to demonstrate evidence of mandatory immunisations/vaccinations prior to commencement of employment, as well as participation in on-going required immunisation programs. Immunisation requirements are determined by the risk Category an employees' position falls under, and are detailed in the NRCH Staff Immunisation Program Procedure document available on the intranet.
- **Working with Children Check:** Employees who are engaged in child-related work (and aren't otherwise exempt under the *Worker Screening Act 2020*) are required to provide a satisfactory Working with Children Check prior to employment, as well as periodic checks every five years' as mandated.

**I understand and have read the above Position Requirements and hereby declare that I am: Suitably qualified and experienced to undertake these duties described herein; and physically able to undertake the duties herein described without modification.**

**SIGNATURE:** \_\_\_\_\_ **DATE:** \_\_\_\_\_

**EMPLOYEE NAME:** \_\_\_\_\_