

Position Description Template



| | | | |
|-----------------------|--------------------------------------|------------------------------|----------------|
| Title of Role: | Senior Practitioner (AOD) – The Zone | Incumbent: | |
| Business Unit: | NWMPHN | Type of Appointment: | |
| Division: | Operations | Position Number: | PN 00530 - NWP |
| Award Type | SCHCADS | Classification Level: | 6 |

Organisational overview

Youth Support + Advocacy Service (YSAS) is one of Australia's largest and most comprehensive, youth-specific community service organisation that enables young people experiencing serious disadvantage to access the resources and support they require to lead healthy and fulfilling lives.

YSAS is a Child Safe organisation. We actively promote the safety and wellbeing of young people, and are committed to protecting young people from harm or abuse who come into contact with and/or access our service.

YSAS recognises, respects, promotes and celebrates the value of diversity, adopts inclusive policies and strategies. We aim to have diversity within the YSAS workforce in line with the communities with which we work and welcome applications from all sectors of the community.

Position Purpose

YSAS is working in partnership with Drummond Street and Odyssey to deliver a Care Coordination Platform called The Zone, across the northwest region of Melbourne, funded by the North Western Melbourne Primary Health Network (NWMPHN). The Zone 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 Zone 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. First Nations People, LGBTIQ+ people, people with disability, people of colour, public housing residents or people with a lived experience are encouraged to apply.

The Senior Practitioner is a member of The Zone working closely and collaboratively with a Care Coordination and Family and AOD Practice Lead, as well as other Senior Practitioners across the Inner, North and Western catchments.

The position leads site practice and provides practice supervision and operational supervision and practice support to AOD Youth Workers.

The Senior Practitioner will also undertake direct service activities including providing evidence informed AOD treatment and collaborative care to young people, using brief interventions, care planning, AOD counselling, harm reduction and trauma informed frameworks. The Senior Practitioner will provide treatment and collaborative care that is both safe and effective for young people and families with intersectional needs.

The Senior Practitioner will also plan and facilitate intensive, structured non-residential AOD rehabilitation programming (both individual and group). The Senior Practitioner will collaborate and integrate treatment with co-located and out-posted services at The Zone.

Reporting relationship

This role reports to

The Zone Manager and will partner the other Senior Practitioners and Drummond Street Care Coordinator in providing practice and operational supervision.

Position Description Template



| | |
|--|--|
| Direct reports | The position will provide practice and operational supervision and support to AOD Youth Workers who are employed across the range of programs operating within The Zone. |
| Key working relationships / interactions | |
| External | Within YSAS [<i>beyond immediate team members</i>] |
| Alliance Partners including Drummond Street and Odyssey House Victoria | All YSAS staff |
| NWMPHN | |
| Local Community and Youth Services | |

Key Challenges

Incumbents in this role must:

- Direct service activities, referral networks and pathways, administration, program development, compliance and professional conduct. As part of the role, the Senior Practitioner will form co-operative and collaborative relationships with other service providers to arrange outpost and in-reach services and maximise the use of available resources and services to young people.
- Facilitate Level Up groups.

Other relevant role information

- First Nations People, LGBTIQ+ people, people with disability, people of colour, public housing residents or people with a lived experience are encouraged to apply.

Responsibilities

The key responsibilities you have been engaged to perform are below. You may be lawfully directed to perform any duties that a person with your qualifications, skills and abilities would reasonably be expected to perform.

Position Description Template



| Key Responsibilities | Accountability / Activity | Performance Indicator/ Measurement |
|-------------------------------|--|--|
| Service Delivery | <ul style="list-style-type: none"> Leadership within The Zone to ensure high quality service provision. Provide AOD support and collaborative care to young people and their families (if appropriate/safe) using brief intervention, care planning, harm reduction, trauma-informed, intersectionality and Whole of Family and resilience-based frameworks. Facilitate intensive and structured non-residential AOD rehabilitation programs. Implement a range of modalities including but not limited to: intensive individual casework, group work, family work, out postings, community engagement, street outreach, collaboration and care planning. Advocate on behalf of young people in the target population and in consultation with other key stakeholders. Provision of support and information to young people about drugs and alcohol which is consistent with a harm minimisation perspective. Support and encourage young people to develop links with other services and/ or communities. Model appropriate behaviour and facilitate positive communication between young people. Participate in the intersectional intake and assessment process and referral duty rosters as required. Undertake planning, implementation and evaluation of programs, and ensure that target requirements are met. Contribute to report writing and/or funding applications where appropriate. Guide staff with incident reporting and analysis. Undertake periodic audits of client files and records with staff. | <ul style="list-style-type: none"> Service delivery is consistent with funding guidelines and best practice. Ensure quality improvement activities are documented and promoted. Conduct periodic audits of client files and notes with staff. Ensure clinical case reviews occur for clients as needed. Ensure incidents are reported and managed according to policy and within approved timeframes. Facilitate groups for young people around substance use and other issues. Provide family inclusive practice to support the development and maintenance of family relationships. Provide support to targeted groups via out posting at other services/sites. Provide support to young people with substance use issues within a harm minimization framework. Provide support to young people using the case management framework. Meet targets for completed episodes of care. |
| Consultancy and Advice | <ul style="list-style-type: none"> Contribute to the development and maintenance of an innovative service delivery model for young people (from the priority populations). Develop and manage linkages with referral services. Where possible, include young people in the evaluation of the service. Collaborate with other support services and community-based activities to integrate support and provide optimal service provision. | <ul style="list-style-type: none"> Facilitate groups for young people around substance use and other issues. Support the development and maintenance of family relationships. Provide support to targeted groups via out posting at other services/site and establishing in-reach relationships with external services. Provide support to young people with substance use issues within a harm minimization framework. |

Position Description Template



| Key Responsibilities | Accountability / Activity | Performance Indicator/ Measurement |
|----------------------------------|---|--|
| System Management | <ul style="list-style-type: none"> Lead and coordinate the implementation and ongoing function of The Zone for the local catchment area including ensuring all relevant processes, documentation and data recording is completed; and client reports and intervention plans are known and adhered to. Ensure client files and database are up to date, accurate and meet both organisational and legislative requirements. Ensure incident reports are timely and meet organisational procedures. Participate in regular supervision with the site Manager. Ensure OHS issues are recognised and acted upon. Coordinate, facilitate and support the regular presentation of cases for peer review by all workers across The Zone. | <ul style="list-style-type: none"> Ensure quality improvement is adhered to in line with YSAS procedures. Ensure effective service is delivered and referral pathways are specific to the target group. Participate in regular client review. Participate in and conduct regular client review. Comply with the processes and guidelines of The Zone Practice Guide, Practice Framework and Service Delivery tool kit. Ensure incidents are reported and managed according to policy and within approved timelines. |
| Management and Leadership | <ul style="list-style-type: none"> Provide operational and practice supervision to the AOD Youth Workers, and Ensure that staff provide a high quality of service delivery through clear direction of YSAS program objectives and mentorship. Supervise, motivate, support and provide leadership to staff, and model skills such as problem solving and conflict resolution. Identify current issues and trends relating to Youth AOD issues, and assess the potential application of new developments in the field. Participate in and contribute to site Leadership team meetings and activities, including site and team planning processes. Coordinate team program reporting for aggregation into site management reports, and ensure that appropriate reporting standards are being met. | <ul style="list-style-type: none"> Provide support, guidance and direction to staff in your team. Be a dynamic and passionate leader for staff, young people and the community. Establish a collaborative relationship with Drummond Street Care Coordination Practice Lead and other Senior Practitioner across the platform. Establish a collaborative relationship with key stakeholders. Provide leadership in contributing to wider YSAS policy, frameworks and strategic direction. Develop an annual work plan with your Manager. Set the direction for service development activities, i.e. proactive projects. |

Position Description Template



| Key Responsibilities | Accountability / Activity | Performance Indicator/ Measurement |
|---|---|--|
| Stakeholder Engagement | <ul style="list-style-type: none"> Identify, develop and manage collaborative relationships with key stakeholders to enhance service co- ordination including external service Outposts and In-reach. Provide referral and links to a range of youth services including primary health, housing, legal, justice, employment/educational and recreational services. Provide secondary consultation to internal and external services. Attend relevant network meetings as requested. Demonstrate professional and ethical communication with all networks. Articulate YSAS relationships based approach, resilience and intersectionality frameworks along with the Whole of Family approach with relevant stakeholders. Articulate and promote The Zone function to relevant stakeholders. | <ul style="list-style-type: none"> Develop collaborative partnerships with relevant stakeholders. Develop and maintain formal/informal networks in order to achieve goals. Attend network meetings as directed, in order to maintain positive relationships. Represent YSAS ethically and professionally on every occasion. Develop an understanding of YSAS practice frameworks inclusive of The Zone Practice Frameworks. |
| Professional Development | <ul style="list-style-type: none"> Attend YSAS team and professional development meetings. Commit to continuous and relevant professional development including internal training programs and external role-specific training and forums. Adhere to all YSAS' policies and procedures including the Code of Conduct, Confidentiality Agreement, EEO policy. Demonstrated commitment to YSAS' organisational values. Provide highest ethical standards at YSAS; not only to young people in the communities we support, but to our co-workers and ourselves. Work collaboratively with staff across the organisation to ensure organisational needs are understood, recognised and responded to, as well as staff are supported in their services. | <ul style="list-style-type: none"> On every occasion YSAS is represented ethically and professionally. Good working relationships with stakeholders. Organisational needs understood. Adherence to YSAS policy and procedures. |
| Continuous improvement, collaboration & teamwork | <ul style="list-style-type: none"> Undertake improvements to deliver on YSAS's strategy, ensuring alignment of policies, practices and systems to the organisational strategy. Actively contribute to continuous quality improvements in service delivery/business support in collaboration with others. Create an environment that supports the review and improvement of team processes to support service delivery. Participation in evaluation and ongoing monitoring of the programs, services, and systems. Include clients in the evaluation of the service where appropriate. Collaborate with other support services and community based activities to integrate support and provide optimal service provision. Develop, propose and apply solutions, new ideas and practice methods for partners, with a view to promoting continuous improvement. Undertake any other reasonable tasks as directed by the Manager. | <ul style="list-style-type: none"> Regular review of work processes. Quality and strength of collaborative work across teams and functions. New processes and initiatives introduced. Ensure all work complies of the relevant legislation/ regulations, YSAS' policies and procedures. Ensure confidentiality of documentation is maintained. Ensure quality improvement activities are documented and promoted. Participate in NWMPHN evaluation process. |

Version: 3.0

Approved by: General Manager, Human Resources

Date approved: 15th May 2023

Position Description Template



| Key Responsibilities | Accountability / Activity | Performance Indicator/ Measurement |
|---------------------------------------|---|--|
| Compliance | <ul style="list-style-type: none"> Ensure knowledge of all relevant YSAS policies, procedures, guidelines and work methods is actively implemented and maintained. Complete all mandatory and scheduled training as requested. | <ul style="list-style-type: none"> Work activities comply with relevant legislation, YSAS policies and operating quality standards. Mandated and scheduled training up to date. |
| Workplace safety and wellbeing | <ul style="list-style-type: none"> Take care of your own health, safety and wellbeing and that of any other person who may be affected by your actions or omissions in the workplace. Understand responsibilities and accountabilities of yourself and others in accordance with safety legislation and YSAS policies. Promote and maintain a safe wellbeing culture and working environment within your area. | <ul style="list-style-type: none"> Role model safe work practices at all times. Actively support and promote safety and wellbeing. Work methods modified as risks identified and incidents, accidents and hazards reported as soon as possible. |

Person specification [*selection criteria*]

Qualifications, certifications, professional registration, licences required for role:

- Relevant qualifications in Youth Work, AOD, Social Work, Psychology or equivalent qualifications
- A current First Aid (Level 2) certificate is desirable.

Knowledge and experience

- Demonstrated experience in youth work
- Lived experience of different intersectional dimensions is preferred
- Demonstrated experience in listening to the voices of people of diverse backgrounds and identities and a capacity to understand and appreciate their lived experience
- Experience in establishing and cultivating intra and inter-organisational relationships with people and organisations of influence
- Experience as an ally with people of diverse backgrounds and identities
- Significant experience in and understanding of engagement issues related to young people.
- Significant experience in and understanding of mental health, drug and alcohol and other health issues young people experience.
- Experience and expertise in providing practice supervision and presenting cases for group peer review.
- Knowledge and understanding of the key issues facing young people.

Skills

- Well organised, and able to be flexible in managing competing priorities and deadlines.
- Excellent written and verbal communication skills, as well as highly developed interpersonal, coaching, and consultative skills.
- Strong analytical thinking and problem-solving skills and ability to deliver innovative solutions.
- Good judgment, able to influence others and seen as a credible source of advice.

Personal qualities and attributes

- Driven by a genuine customer service ethos and able to inspire the same in others
- A team player, able to work in a collaborative way across the organisation and with external partners
- Pragmatic, respectful and organised
- Operates with tact, sensitivity and diplomacy, with discretion
- Commitment to personal learning, development and improvement in pursuit of own performance objectives and those of the team and organisation
- Commitment to YSAS' values with a working style that reflects these

Position Description Template



Employment at YSAS

Applicants must undergo rigorous screening and recruitment processes.

Prior to commencement of employment with YSAS, candidates must provide assurance and evidence of:

- Working with Children's Check (WWCC)
- Satisfactory National Police Check (NPC)
- Any required professional registrations (e.g. AHPRA, CPA, AHRI)
- Driver's licence
- Copies of all relevant qualifications.

All YSAS employees are required to work in accordance with including but not limited to:

- Occupational Health and Safety Act 2004 (Victoria)
- Equal Employment Opportunities (including prevention of bullying, discrimination, harassment and intimidation)
- Fair Work Act (2009)
- Relevant Awards, Enterprise Agreement
- Employee duty to maintain privacy and confidentiality
- YSAS Values, Code of Conduct and other YSAS policies/ procedures which may be amended from time to time
- Child Safety commitments and regulatory obligations.

Other:

- Some out of hours work may be required
- Role may be required to work at various / different YSAS sites based on YSAS operational requirements.

Incumbent Statement

I accept this Position Description (PD) and understand that the PD is subject to review and may change in accordance with YSAS' operational, service and client requirements. Changes to the PD will be consistent with the purpose for which the position was established.

Acknowledged by
occupant

/ /

(Print name)

(Signature)

(Date)

Acknowledged by line
manager

/ /

(Print name)

(Signature & title)

(Date)

Job and Person Specification Approval

...../...../..... DELEGATE (Executive)