

Eastern Health

POSITION DESCRIPTION

Position Title:	Shift Supervisor, Telephone & Online Services
Award Classification:	Community Development Worker Class III (3)
Award / Agreement Name:	Allied Health Professionals (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021-2026
Position Reports to:	Manager, Telephone & Online Services

EASTERN HEALTH – HEALTHIER TOGETHER

Eastern Health is one of Melbourne’s largest metropolitan public health services. We provide a comprehensive range of high-quality acute, sub-acute, palliative care, mental health, drug and alcohol, residential care, community health and statewide services to people and communities that are diverse in culture, age and socio- economic status, population and healthcare needs

TURNING POINT

Turning Point was established in 1994 to provide leadership to the alcohol and drug field in Victoria. Turning Point is a national treatment, research and education centre that provides leadership in the alcohol and drug, gambling and mental health sectors. Combining research with service innovation, surveillance, system enhancements, education, capacity building and specialist support, Turning Point is a recognised centre of excellence that assists services, communities and governments to respond to current and emerging issues. Turning Point is part of Eastern Health and is affiliated with Monash University.

www.turningpoint.org.au



1. POSITION PURPOSE

Turning Point is a specialist treatment, research and education service based in Victoria. Our vision is to improve the wellbeing of individuals, families and communities adversely affected by alcohol, drugs and gambling.

Turning Point's Telephone and Online Services (TOLS) operates an integrated network of 24/7 drug, alcohol and problem gambling counselling, information, consultancy and referral services across six States/Territories in Australia.

The Shift Supervisor manages shift operations for Telephone and Online Services (TOLS). The Shift Supervisor ensures that the day-to-day operations of the service are well managed and that all counsellors respond promptly and effectively to incoming calls and online contacts and manages the delivery of outward-bound calls to meet service targets.

The Shift Supervisor is responsible for providing clinical supervision for counsellors on shift, giving guidance, managing the risk of any crisis calls, and providing debriefing for counsellors experiencing difficult calls. The Shift Supervisor also monitors the quality-of-service delivery and service standards, including providing counsellors with feedback on their counselling practice via supervision.

The Shift Supervisor is required to work collaboratively and constructively as part of a leadership group at Telephone and Online Services. The Shift Supervisor also plays a role in staff training, undertakes some project activity, supports clinical research, and is part of an on-call roster.

MAJOR DUTIES AND/OR RESPONSIBILITIES

Operational and Service Development

- Ensure high quality counselling, information, referral and support, including crisis intervention, to people experiencing problems associated with alcohol and drugs and/or problem gambling, their friends, families, employers and other professionals
- Provide appropriate information based on in-depth knowledge of the relevant delivery systems
- Oversee the smooth operation of shifts and solve operational problems, including monitoring of call queues; counsellor performance; ensuring that there are sufficient resources; and that policies and procedures are being followed
- Provide support and guidance with crisis calls, online contacts and other calls as required
- Ensure counsellors are adequately briefed regarding any shift specific requirements
- Provide induction support and training to new staff
- Oversee and support counsellor wellbeing and welfare on shift, providing regular guidance, direction, clinical supervision and feedback
- Establish and foster a positive and supportive work environment
- Provide information on service performance to senior staff as required
- Demonstrate leadership and commitment to the achievement of all service targets
- Record critical incidents, act as an escalation point for complaints and manage them effectively
- Monitor professional development plans, including ensuring mandatory training is undertaken
- Take part in a rotating on-call roster

Project Work

- Effectively conduct reviews of specialised and complex content-related documentation that reflects current practice and service delivery requirements
- Collaborate on internal and external projects
- Represent Turning Point/Telephone and Online Services at external and internal forums as required

Human Resource Management

- Assist in the recruitment of new staff
- Support staff training, orientation, development and supervision programs, providing leadership and guidance as required
- Ensure performance plans are in place and agreed actions completed for each staff member

Quality Care

- Participate in quality projects and contribute to quality improvement, service evaluation and research activities focused on developing best practice
- Attend and actively participate in program development, implementation, review and continuous improvement activities
- Contribute to the development of new policies and/or services, and utilise specialist knowledge to identify and recommend improvements to service delivery to management

Research & Training

- Participate in collaborative research and project activities for the benefit of the service and the sector as a whole

2. SAFE PRACTICE AND ENVIRONMENT

Occupational Health and Safety

Eastern Health is committed to providing and maintaining a working environment for all staff that is safe and without risk to health. All staff are to take care of their own health and safety and the health and safety of any other person who may be affected by your acts or omissions at the workplace. Understand responsibilities and accountabilities to yourself and others in accordance with OH&S legislation and Eastern Health policies and promote a working environment that is congruent with these guidelines. This includes staff reporting of all clinical and OHS incidents and near misses, particularly those related to Occupational Violence, Manual Handling and Slips, trips and falls.

Staff are required to comply with all state legislative requirements in respect to the Occupational Health and Safety Act 2004 and the Workplace Injury Rehabilitation and Compensations (WIRC) Act 2013.

3. TRAINING AND DEVELOPMENT

Relevant, practical and timely education should direct, facilitate, enhance and support the professional growth and practice of employees in a health environment characterised by change. All programs should endeavour to promote evidence-based practice, a problem-solving approach and to be competency based.

You are expected to participate in the personal development process on an annual basis.

4. QUALITY

As a staff member of Eastern Health staff are required to comply with Eastern Health performance standards and participate in continuous monitoring and improvement as part of your role. You are also required to comply with legislation, professional standards and accreditation standards.

As a staff member employed by Eastern Health services you must have and maintain the appropriate skills and knowledge required to fulfil your role and responsibilities within the organisation. In addition, you must ensure that you practice within the specifications of this position description, and where applicable within the agreed scope of practice.

You are responsible for ensuring safe high-quality care in your work. This will include complying with best practice standards, identifying and reporting any variance to expected standards and minimising the risk of adverse outcomes and patient harm. In addition, you will ensure that service and care is consistent with the EH approach to patient and family centred care.

6. CONFIDENTIALITY

Any information obtained in the course of employment is confidential and should not be used for any purpose other than the performance of the duties for which the person was employed. Staff are bound by the Information Privacy Act 2000 and the Health Records Act 2001.

7. EQUAL EMPLOYMENT OPPORTUNITY

You agree to adhere to the Equal Employment Opportunity policies and practices of the Health Service. Discriminatory practices, including sexual harassment, are unlawful. The Health Service will not tolerate discriminatory behaviour, and any such conduct may lead to the invoking of the Disciplinary Policy and Procedure, which may result in termination of employment.

8. PERFORMANCE DEVELOPMENT

A Performance Review, that includes agreed targets, will occur three (3) months from commencement and then annually on the basis of the duties and responsibilities outlined in this position description. This is an opportunity to review personal and the allocated work unit's service performance, facilitated by the setting of objectives/goals and ongoing evaluation of performance and achievement. Objectives will be developed annually, documented, discussed and agreed with the immediate line manager, who will act as the assessor. The incumbent is expected to demonstrate and show evidence annually of on-going self and allocated work unit's service development.

9. EASTERN HEALTH'S PROMISE

Our promise to our communities, patients, consumers and staff is that we will be **HEALTHIER TOGETHER**. Bolder than a vision for the future, our promise calls us to action. We know that working together is the only way we can achieve what is necessary for a healthier future.

Our values are ones in action and are the behaviours that matter most.

- Respect for all
- Safe always
- Partnering in care
- Learning and improving everyday

Learning from the challenges of the past and looking to the future, we understand that we are building towards a more engaged, more reliable, always safe health service in partnership with our people to improve every day.

10. ATTACHMENTS

- Attachment 1 Key Selection Criteria
- Attachment 2 Additional Information
- Attachment 3 Eastern Health/Department Information

11. NOTE

Statements included in this position description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all-inclusive.

Prior to accepting any offer of employment, prospective employees will be required to read and commit to the Eastern Health Code of Conduct, including (but not limited to) issues of Occupational Health and Safety, Equal Opportunity and Confidentiality.

Vaccination against infectious disease is a mandatory requirement of this role. An offer of employment is conditional on you providing evidence that you are currently vaccinated against COVID-19, prior to commencing employment.

Signed: _____

Date: ____/____/____

Manager

INCUMBENT STATEMENT

I _____ (Incumbent Name) have read, understood and accepted the above Position Description and associated Attachments.

Signed: _____

Date: ____/____/____

ATTACHMENT 1

KEY SELECTION CRITERIA

Position Title:	Shift Supervisor, Telephone & Online Services
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Essential

- Qualifications in a relevant health and allied discipline with eligibility for an appropriate professional body (e.g. PACFA, AASW) and experience in the Alcohol and Drug, Gambling or related sector.
- Highly developed communication and interpersonal skills, with the ability to build positive relationships with staff, peers and management at all levels, and to effectively represent the organisation in internal and external forums.
- Experience in clinical supervision and debriefing, including sound judgment and decision making within a counselling setting, and assessing and managing risk.
- Experience in coordination of service delivery and leading staff, including reporting on outcomes, evaluating service standards and counselling practice, and reviewing policy and procedure documents.
- Demonstrated knowledge of contemporary brief interventions in the alcohol, other drug and gambling fields or related discipline.
- Demonstrates personal resilience, the ability to foster resilience in others, and capacity to work independently and cooperatively within a leadership team while managing multiple demands under pressure.
- Computer literacy with competency in Office365 applications, including knowledge of data collection requirements, ethical and privacy issues.
- Commitment to ongoing professional development and learning.

Desirable

- Relevant Post Graduate qualifications
- Experience collaborating on research projects

Aboriginal & Torres Strait Islander Candidates

Eastern Health’s Aboriginal Workforce Plan 2023 – 2026 has recently been released. With a strong focus on cultural safety and belonging, actions included in the Workforce Plan provide practical supports for all Aboriginal and/or Torres Strait Islander staff.

An Aboriginal Employment Coordinator is available to ensure each person has culturally safe and positive employee experiences which foster belonging and access to diverse experiences and career pathways.

Should you require further information regarding this position or support to complete an application, please contact the Recruitment Manager for this position or Eastern Health’s Aboriginal Employment Coordinator at Aboriginal.Workforce@easternhealth.org.au

ATTACHMENT 2

Key Result Areas / Key Performance Indicators

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Operational Service Development

- Ensures shifts operate smoothly with sufficient resources and in line with service protocols
- Ensures high quality counselling, information and referral is provided
- Ensures effective guidance is provided in accordance with appropriate counselling principles and practice
- Ensures appropriate information is provided based on knowledge of the relevant service delivery systems
- Provides comprehensive information on services available
- Ensures that appropriate care pathways are developed based on the needs of the client and referrals are provided following assessment where required
- Ensures complaints are effectively managed

Project Work

- Conducts reviews of specialised documentation that reflects current practice and service delivery requirements
- Contributes to tender preparation
- Reviews project-related content that has both an internal and external application.

Administration

- Call activity is monitored to ensure benchmarks are being met and exceptions are actively investigated and addressed
- Regular caller and referral databases are accurate, updated and maintained
- Procedures and protocols are up-to-date
- Technical systems issues are reported and addressed
- Intranet information is updated and accurate
- Reports are accurate and provided on time

Human Resource Management

- Staff are trained to be fully competent in specific content areas and systems
- Appropriate feedback is provided regarding client interactions and recommendations made

- New staff are oriented and trained in the alcohol and drug and gambling areas across all lines and modalities, with new counsellors fully competent and supported to perform to a high standard in their role
- Clinical & line management supervision is provided to ensure counsellors have a demonstrated understanding of a range of counselling theories and reflective practice
- Performance and development plans are completed for staff
- Positive and effective working relationships with all staff developed and maintained

Quality Care

- Proactively identify areas of new work within programs, as well as organisational policies and procedures.
- Identify and promote opportunities to improve processes and systems in accordance with quality system methods
- Support initiatives that aim to improve ways of working and meet Eastern Health's Quality Framework

Other

- Active promotion of Eastern Health's strategic goals and directions both internally and externally
- Adherence with the Eastern Health values
- Adherence with all Eastern Health policies

ATTACHMENT 3

Eastern Health/Department/Specialty Information & additional position requirements

Position Title:	Shift Supervisor, Telephone & Online Services
Department / Specialty Area	Turning Point
Campus / Physical Location	Richmond

ORGANISATIONAL CONTEXT

Eastern Health

Eastern Health is a leading provider of health care in the eastern region of Melbourne and incorporates Acute: Aged Care, Rehabilitation and Community Health and Mental Health and Alcohol & Drug Services across a number of large, medium and small work locations.

Statewide Services

The Statewide Services Program sits within Eastern Health's Surgery, Women and Children, Mental Health, Medical Imaging and Statewide Services (SWMMS) directorate and consists of Turning Point and Spectrum. Turning Point is a Victorian specialist alcohol, drug and gambling organisation that integrate treatment and support services with research, education and training. Spectrum is Victoria's only statewide centre for the specialist treatment of Borderline Personality Disorder and provides training and education and contributes to research in this area.

LOCAL WORK ENVIRONMENT

Turning Point

Turning Point was established in 1994 and amalgamated with **Eastern Health** in October 2009 and is formally affiliated with Monash University. Turning Point is a national addiction treatment centre, dedicated to providing high quality, evidence-based treatment to people adversely affected by alcohol, drugs and gambling, integrated with world-leading research and education. Combining innovative research in the clinical, population health and policy fields, with service innovation, surveillance, system enhancements, capacity building and specialist support, Turning Point directly assists services, communities and government to respond to current and emerging issues.

Treatment

Turning Point's multidisciplinary staff, including Addiction Medicine Consultants, Psychiatrists, nurses, psychologists, social workers and alcohol and drug counsellors, provide specialist clinical and support services to people affected by alcohol and drugs and problem gambling. Turning Point provides a broad range of face-to-face, telephone and online evidence based treatment interventions.

Research

Turning Point conducts practical and applied research leading to policy and service development with a focus on improving and expanding the range and quality of treatment and support services through evidence-based research.

Education

Turning Point is a leading provider of education and training services in the alcohol and drug sector in Australia. As a Registered Training Organisation (RTO) and in partnership with Monash University Turning Point builds the capacity of health and welfare professionals to respond more effectively to alcohol and drug issues.

Spectrum

Spectrum is the leading centre in Victoria for the synthesis and dissemination of knowledge and practice, in relation to the treatment of, and recovery from borderline personality disorder, including those presentations where a number of co-morbid conditions create clinical complexity. Spectrum's work can range from contributing to research, capacity building in the workforce (statewide and nationally), to providing a full clinical service of empirically supported treatment interventions including: specialist assessment and case management, individual and group psychotherapy, biomedical treatments and secondary consultation (including telephone and online).