

Program Facilitator – AOD Response CBD

position number	PXXX
status	Full Time, Fixed term (TF)
network	Services
agreement	Victorian Stand-Alone Community Health Services (Health and Allied Services, Managers and Administrative Officers) Multiple Enterprise Agreement 2022 – 2026
classification	HS Grade 6
reports to	Cluster Leader

about us	cohealth is a not-for-profit community health organisation. We provide health and support services in Melbourne's CBD, northern and western suburbs, and on the East Coast of Tasmania. Our work is guided by our Strategy 2025–2035, a bold pathway toward our vision of healthy communities, healthy people.
what we do	We partner with communities to improve health and wellbeing and address health and social inequality. Our aspiration is for healthier communities where everyone – regardless of background or geography – can access quality care and experience better health and social outcomes.
our organisation	cohealth is driven by a 10-year strategy shaped by over 900 coworkers, clients, community members, and partners. We aim to be the exemplar of place-based, integrated, person-centred care that empowers individuals and communities across Australia. To achieve this, we are focused on three strategic objectives: • Demonstrating the value of the cohealth model • Enhancing the sustainability and resilience of our organisation • Scaling our impact Our work is underpinned by five key enablers: people and culture, community connection, partnerships, ways of working, and infrastructure.
our people	People who work at cohealth are committed to designing and delivering high quality health care and promoting and protecting human rights.

diversity and inclusion

We want people of all ages, gender identities, sexualities, cultural backgrounds, lived and living experience and abilities to feel safe to bring their whole selves to cohealth. We are a Rainbow Tick Accredited organisation with over 20% of our staff from the LGBTQIA+ community. To find out more about us click [here](#)

network overview

Services Network

Our vision is for healthy communities and healthy people. We do this by providing care for individuals, community, and society, improving the health and wellbeing of the communities we serve, and addressing inequality in society.

We champion universal health care and human rights and strive for health and social equity. This is what we mean when we say care for all. Care for all is achieved when all people have access to the full range of health services they need, when and where they need them, and without financial hardship.

cohealth's services network delivers strong, people-centred primary and community health care that prioritises individuals and communities experiencing inequality. Our services focus not only on preventing and treating disease and illness, but also on helping to improve wellbeing and quality of life.

position overview and purpose

This position sits within the AOD CBD Response cluster and is responsible for the delivery of high quality and safe programs. The AOD Response CBD service delivers a health response to people who use drugs in the Melbourne CBD. This role is a key leadership position with operational responsibilities for delivering our AOD response CBD service at our Flinders Street and Bourke Street sites in the Melbourne CBD.

The AOD Response CBD Team provides harm reduction and primary health services, working in partnership with the street-based Outreach team in the Melbourne CBD working with clients to reduce the harms associated with substance use and other health and psychosocial needs.

The AOD CBD response team is multidisciplinary and values clinical, academic as well as lived and living experience.

The Program Facilitator will ensure compliance with Funding and Service Agreements, maximising client experience and engaging and retaining the best people to deliver the right service in the most effective and efficient manner. This role draws upon extensive service delivery expertise to build capability through coaching and enabling teams to deliver an impactful service that undertakes quality improvement.

key accountabilities

program delivery	• Facilitate delivery of assigned programs, including but not limited to concierge, drop-in space, Primary Health Clinic and clinical trial space, in compliance with funder metrics and performance measurements and within agreed budgets • Lead the design of the local service response, including documentation of operational policies to facilitate an impactful and client-centric service response • Monitor Funding Stream Service Model development, maintenance and evaluation and contributing to Department briefings (building team-level capacity as applicable) • Manage the 244 Flinders Street site to ensure it operates safely and effectively • Provide oversight to the medical service at Bourke St. • Develop and maintain a strong relationship with leaders of other programs with Flinders st and across the CBD, ensuring the delivery of coordinated and impactful programs • Leads and facilitates service redesign activities while enabling self-organising teams within assigned programs
stakeholder engagement	• Collaborate with key stakeholders to achieve responsive services which are codesigned with consumers and are impactful • Provide site management of primary location, including operational afterhours support, enhancing integration across programs within a site to continually seek ways to maximise client/consumer experience • Create processes which engage local businesses and residents, and manage their expectations of the service
leadership and team management	• Enable teams through coaching - assisting teams as a collective and as individuals in achieving their goals and working toward best outcomes • Facilitate team success by setting the agenda for teams, monitoring team progress and processes, helping teams to reach consensus and make decisions and set action plans • Lead the team through self-organising principles and coaching approaches – helping groups identify and solve problems by structuring discussions and intervening when necessary to improve the effectiveness of a team's process and outcomes • Construct performance development plans in conjunction with subordinates to set performance direction and identify training and development needs • Regularly monitor and assess the performance of staff to provide constructive feedback and identify development needs • Contributes to continuous improvement initiatives that enhance team performance, efficiency and quality of service.

	• Resolve or refer all grievances and complaints in line with cohealth's grievance and complaint handling procedures to minimise negative effects on employees and the organisation's operations
training and development	• Champion cohealth's preferred culture to meet cohealth's corporate objectives and to promote teamwork, employee development and empowerment in order to foster a culture of high performance and a workforce that demonstrates behaviours consistent with cohealth's corporate values • Develop team 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 • Maintain knowledge, skills, qualifications, accreditations and registrations through participation in professional development activities
quality and continuous improvement	• Implement and monitor staff compliance with policies, procedures and programs • Contribute to the principles of continuous improvement as contained in the cohealth's quality system and ensure compliance with quality framework/guidelines
health & safety compliance	• Ensure compliance with cohealth's health and safety management systems and procedures by all staff, external contractors and visitors • Implements and promotes workplace health and safety policies and procedures to maintain a safe and healthy workplace • 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
others	• Undertake special projects or tasks as required • Perform all other duties as directed, within the limits of skills, competence and training to maximise flexibility and effectiveness

position requirements

- Relevant tertiary qualification
- Extensive management leadership experience working in community or public health with marginalised populations
- Working with Children's Check (WWCC)
- Nationally Coordinated Criminal History Check (NCCHC)
- Victorian Driver's License
- Immunisation Category B to be produced upon request

key selection criteria

- Relevant tertiary qualification
- Extensive management leadership experience working in community or public health with marginalised populations
- Demonstrated skills and experience developing and leading team and organisational culture and delivering to performance objectives
- Demonstrated success at leading, supervising and coaching staff to deliver high quality care outcomes
- Demonstrated high level communication and interpersonal skills with capacity to work effectively with managers, staff and consumers whilst also expertly managing strategic partnerships
- Successful track record of lifting team performance to improve care outcomes
- Experienced in managing risk, financial management and compliance frameworks
- Experience and commitment to health/community care which changes outcomes including community participation and continuous quality improvement
- Is a devoted lifelong learner who openly shares knowledge
- Experience in leading the delivery of health/community services using a Human Rights approach

cohealth is a child safe and equal opportunity employer that offers generous salary packaging and opportunity to undertake professional training and development opportunities. Aboriginal and Torres Strait Islander people, and those who speak languages other than English are encouraged to apply.

document No:

owner:

review date:

approved by:



everyone is welcome at **cohealth**