



**Recruitment
Information Package.
Assisting you in your application to join
our team.**

www.ireach.org.au - (08) 8531 1303

“Healthy and resilient people and communities”



Vacancy Information:

- Position:** *Multiple Positions – Job Descriptions at the end of the pack*
- Salary:** *Remuneration will be negotiated depending on skills, experience & qualifications. Additionally, you will be offered a range of outstanding benefits including generous salary packaging options, five weeks Annual Leave, and a flexible and supportive working environment*
- Status:** *Multiple Positions*
- Closing Date:** *Friday 6th September 2024*

Alcohol and Other Drug Program Multiple Positions

AOD Worker FTE 0.4 (maternity leave cover, possibility of ongoing)

Lived Experience / Peer Worker – Matrix Program FTE 0.6

Project Worker and Admin Support Role FTE 0.5 (maternity leave cover)

iREACH Rural Health (formerly Murray Mallee GP Network) provides health services in regional South Australia. Our team continues to grow, and this exciting opportunity will allow the right candidate to make a difference in our communities.

To learn more about our organisation, visit: www.ireach.org.au

About the roles:

An exciting opportunity has arisen within our growing organisation.

- to work with the iREACH team to deliver a holistic, client-centred approach to the recovery of individuals experiencing issues with substance misuse and addiction. A range of interventions are offered, including screening and assessment, harm minimisation, AOD counselling, Mental Health therapy, group work interventions, and the Matrix program for Methamphetamine and Opioid addiction.
- iREACH programs provide clinical services to some of the most vulnerable people in our communities. Experience working therapeutically in the following areas will be highly regarded - mental health preventative services, suicide prevention, services for Aboriginal people, perinatal services, child mental health services, chronic and complex conditions, Alcohol & Other Drugs, complex trauma and socioeconomic disadvantage and rural & remote communities
- We are looking for dynamic individuals who thrive in a team environment and are passionate about providing client-centred, trauma-informed care

About You:

- Relevant qualification as per the relevant Job Description
- Outstanding communication and interpersonal skills, as well as the ability to thrive working both within a team and independently.
- Understanding and ability to work with complexity and provide person-centred trauma-informed care.
- People experienced in working with children are encouraged to apply.
- Department of Human Services Working with Children Check Screening checks.

What's in it for you?

- A flexible, supportive working environment and great team
- A competitive salary in recognition of your qualifications and experience
- Modern and welcoming office spaces
- five weeks of annual leave
- Training Opportunities

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- Generous salary packaging options to increase your take-home pay
- Birthday Leave – a paid day off to celebrate.

Applications close at 5 pm Friday 6th September 2024.

- Job description and advice on how to apply can be obtained on our website: www.ireach.org.au/join-our-team.
- A copy of your resume and an application addressing the job and person specifications should be forwarded with the names of two current referees, to the Clinical Services Manager, Lisa Courtney, via email at lisac@ireach.org.au
- Incomplete applications will not be considered.

Applications are reviewed as they come, so do not wait for the closing date, apply today!

For more information, contact Lisa Courtney, Clinical Services Manager on 8531 1303.

We are an equal opportunity employer and value each person's uniqueness. We embrace diversity and welcome applications from people of all backgrounds and communities, including Aboriginal and Torres Strait Islander people of all ages, genders, ethnicities, religions, cultures, sexual orientations, people with lived experience and people with disabilities.

This information package contains information about the iREACH Rural Health Inc, and guidelines on submitting your application.

You will find within this information package:

- **An overview of the iREACH Rural Health Inc**
- **Position Description & role requirements.**

How to apply:

Applicants are requested to send a copy of your resume, and application addressing the job and person specifications and forwarded with the names of two current referees, to the Clinical Service Manager, Lisa Courtney via email lisac@ireach.org.au

About Us:

Established in 1995 as the Murray Mallee Division of General Practice, the organisation has evolved to become the **iREACH Rural Health**, a primary care provider to the Country SA PHN, and other government and non-government funding bodies. Our current programs have been funded in response to identified needs in the community and services include:

Youth Mental Health:

We are the lead agency for headspace Murray Bridge, headspace Mt Barker and headspace Victor Harbor which provides holistic early intervention services through a range of primary health care providers and consortium partners.

Mental Health Team

Mental Health Clinicians provide from our Adelaide Road offices and through General Practices in outlying communities including, but not limited to Karoonda, Mannum, Tailem Bend and Meningie.

Demography:

The iREACH Rural Health is based in the major population centre of the region - the Rural City of Murray Bridge. It includes an area of 23,000 square kilometres from the eastern Adelaide Hills through to the Victorian border.

The Princes Highway and rail route from Adelaide to Melbourne pass through the region. The River Murray, Coorong and Murray Mallee areas are significant environmental features.

The general practitioner workforce in the region operates from practices in seven towns, with outreach Clinics to some smaller communities. In addition, there are regular placements of students, registrars, trainees, and interns within our practices.

The iREACH Rural Health is fully accredited under TQCSI. Our accreditation status is oversighted and maintained by our internal Quality, Risk and Safety practices, which aims to build, maintain, and support a culture of continuous quality improvement with a proactive approach to risk management and work health & safety.

iREACH Rural Health abides by the Ombudsman SA Information Sharing Guidelines (ISG) and ensures all our staff are appropriately trained in the ISG. For further information on the ISG, go to: <http://www.ombudsman.sa.gov.au/isg/>

Seeking employment with the iREACH Rural Health:

Job seekers considering employment with the iREACH Rural Health should understand that our recruitment process is similar to that of the public sector. This may be different in some respects to the process used in the private sector. This document will help you to understand our recruitment practices.

Broadly speaking, our recruitment is based on the merit principle. Each position has selection criteria, described in the job and person specification. The selection process involves assessing an applicant's suitability for the position, based on a comparison of their relevant skills, experience and qualifications in terms of the position's requirements. The person who is best able to demonstrate the match of their knowledge, skills, and abilities with the requirements of the job, will win the job.

All applications are closely scrutinised to determine if the applicant meets the selection criteria. Failure to address the selection criteria will result in the applicant not being considered for an interview. It is essential that your application meets the specific requirements that are set out in detail in the information package provided by the iREACH Rural Health.

When advertising vacant positions, we provide information packages that set out the selection process, the type and format of information required from applicants and a copy of the current position description, along with contact details of officers within our organisation who can provide additional information.

If you are interested in applying for a position with the iREACH Rural Health, you may find the following information useful:

- 1) Do not apply for a position by just submitting a resume – in most instances it is only used to provide background information and alone will not get you an interview.
- 2) A resume may be attached to an application, but it should complement the information

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provided in the application and focus on the broader skills and competencies

- 3) Address the advertised selection criteria. Each criterion should be carefully examined to fully understand the requirements of the role. Some criteria may contain multiple requirements, look for action verbs and conjunctions. Failure to respond to even one part of criteria could result in the application not moving to the interview stage.
- 4) The selection criteria can be addressed in “dot point” form or in paragraphs; there is no specific requirement, unless otherwise stated. However, as indicated previously, the quality of the document may provide an advantage, provided the content relates to the position requirements.
- 5) Follow the application instructions provided, complete any forms, and provide accurate, verifiable information. If you provide false information in your application and this is discovered after you have been appointed, it can lead to dismissal.
- 6) Try to find out as much information as possible about the agency. The iREACH Rural Health website www.mmgn.org.au contains a lot of useful information.
- 7) Check and recheck your application document, do not rely on your computer’s “spell check”. Get a friend or family member to read the document.
- 8) If you are invited to an interview, it is highly likely that you are one of several candidates considered suitable for the role. The interview may involve at least three panel members.
- 9) Candidates for interview are asked the same questions and your responses are compared with those provided by the other candidates.
- 10) Your preparation for the interview is the same as for any job interview, i.e., dress appropriately, pay attention to your grooming, arrive slightly early – do not arrive late, read any pre-interview material carefully, listen attentively, think before answering questions, speak clearly, be confident, always ask questions if invited to do so and thank the panel for the opportunity.
- 11) If you are unsuccessful, you should contact the interview panel convener to get some feedback on your interview performance. The information provided will help you to improve your approach to future employment opportunities. You can also request feedback at the application stage if you were not successful in being shortlisted for an interview.

Adapted from article by Greg Lewis, AACC Member, www.workplace.gov.au

JOB AND PERSON SPECIFICATION

Title of Position: Alcohol and Other Drug (AOD) Counsellor

Classification Code: MMGPN EBA 2017 – HPSO 1/MMGPN 4
(dependent on qualifications and experience - salary sacrifice arrangements are available)

Status of Employment: Contract Position
(Renewal dependent upon ongoing funding and performance)

Approved by Chief Executive Officer: August 2024

COMPANY

The Murray Mallee Division of General Practice (iREACH) was established in 1995 as a member-based, not-for-profit, incorporated body registered under the Associations Incorporation Act 1985. It was funded through the Divisions of General Practice Program with the stated aim to *“Improve health outcomes for patients by encouraging GPs to work together and to link with other health professionals to upgrade the quality of health service delivery at the local level”*.

During the period of government health reform from 2013-14, the organisation evolved to become an independent provider of primary health care services, predominantly funded through the Country SA Primary Health Network (PHN) and other levels of government and Medicare-funded services.

Our **organisational governance** is overseen by a skills-based Board, including elected and appointed members with identified skill sets. Our **clinical governance** is overseen by a regional group of primary care clinical leaders and managers. Quality improvement and the promotion of service excellence through best practice are the central focus of our work. **Community and consumer engagement** in the planning, managing, and evaluating of our services are integral to our operations.

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We provide continuing professional development programs, which our local GPs and medical specialists highly value. We also offer education and support programs for practice managers, nurses and allied health clinicians.

Our core business includes primary health, mental health and AOD health services to our local communities. In addition, we offer outreach services to smaller and geographically isolated communities and provide services at low or no cost to clients.

The organisation is administered from its premises in the Rural City of Murray Bridge. Clinical services are provided on-site, with a serviced reception area and consulting rooms utilised by a range of private and project-funded allied health professionals. In addition, youth mental health and drug and alcohol services are provided through the **headspace** Murray Bridge (and the **headspace** Victor Harbor satellite site) and **headspace** Mount Barker.

Outreach services are provided to larger towns, including Mannum, Meningie, Tailem Bend and Karoonda. One of our most outstanding achievements has been the significant improvement in access to allied health services for our isolated rural communities.

iREACH employs or contracts a range of allied health workers within its suite of funded programs and private providers. This includes nurses, psychologists, social workers and AOD Workers. In addition, organisational and clinical managers support the qualified and experienced allied health workforce; and comprehensive program guidelines, policies and procedures.

JOB SPECIFICATION

At iREACH, we have a clear vision of where we are heading as an organisation. Our vision and core values clearly communicate and reinforce how we will get there. Our core values provide the basis of our team conduct and underpin our corporate character and organisational culture.

VISION

Healthy and resilient people and communities

CORE VALUES

inclusivity and diversity

Respect and compassion

Empowerment

innov**A**tion

Connection

Hope

1. Purpose

iREACH job specifications provide employees with a description of specific role expectations and functions. The roles and responsibilities reflect our values and ensure accountability toward achieving the iREACH vision. We seek to be a responsive and flexible organisation, and it is anticipated that individual roles will change over time. Job specifications will change with them. Role descriptions need to evolve and continue to be correctly classified as these changes occur. The duties and responsibilities outlined should not be considered definitive.

2. Role Description

iREACH (formerly the Murray Mallee General Practice Network) has provided mental health services to the Murray Mallee community for many years. Federal government funding has now created the opportunity to deliver Alcohol and Other Drug (AOD) services to the region. This funding presents an exciting opportunity to recognise and provide a clinical service that recognises the often comorbid presentation of Substance Misuse and Mental health conditions.

The program aims to provide a holistic, client-centred approach to the recovery of individuals experiencing problematic substance use and addiction issues. A range of interventions will be offered, including screening and assessment, harm minimisation, AOD counselling, Mental Health therapy, group work interventions, and psychosocial support along with the Matrix program for Methamphetamine and Opioid addiction. Clients can enter at varying stages of their recovery journey, ranging from obtaining abstinence to reducing harmful use or better understanding of how to use safely.

iREACH provides services to some of the most disadvantaged populations in the Murray Mallee Region, including Aboriginal and Torres Strait Islanders, people affected by trauma and abuse, people experiencing suicidal ideation, socially disadvantaged and unemployed, and those involved in the criminal justice or child protection systems.

The role of the Alcohol and other Drug (AOD) counsellor is to facilitate and support individuals with substance misuse issues using a range of evidence-based therapeutic and recovery-orientated interventions within a flexible and stepped model of care tailored to individual needs and readiness for change. Important aspects of this role will include, though may not be limited to:

- Supporting region-specific, cross-sectoral and integrated approaches to drug and alcohol treatment services for clients, and focus on improving care coordination at the local level
- Promoting of and better support of integrated/coordinated treatment and referral pathways for clients presenting with comorbid health disorders
- Being guided by appropriate and contemporary evidence-based clinical practice, policies and guidance papers at a State and National level.
- Providing individual and group work interventions to educate clients about their substance misuse, help facilitate and motivate change, and provide support and intervention along their journey of recovery.

3. Role Accountabilities

The Alcohol and Other Drug (AOD) Counsellor is responsible clinically and reports to the iREACH Clinical Services Manager. External supervision arrangements will be negotiated. iREACH has a performance management and review program with performance reviews held at a minimum annually. The Alcohol and Other Drug (AOD) Counsellor is responsible for practising within the philosophy of iREACH and its aims, policies and procedures.

Contribute to iREACH continuous Quality Improvement by

- maintaining accurate data collation and appropriate reporting
- contributing to policy and procedures relevant to iREACH
- providing flexible and responsive service delivery.
- identifying further quality improvement strategies
- Record all client interactions in the Mastercare client database system

4. Key Performance Indicators (KPIs)

KPIs are set measurable and achievable goals for improving core business activities and delivering on contractual objectives. KPIs will align with changing business requirements.

- The employee is required to deliver the prescribed KPIs for the role.
- Individual role KPIs are documented annually and will be measured to evaluate the employee's performance.
- KPIs will be assessed regularly through structured face-to-face discussions.

5. Delegated Authority

The employee is required to comply and refer to the Corporate Governance Policy: 'Delegation of Authority' and associated Schedule for the authority levels assigned to this role.

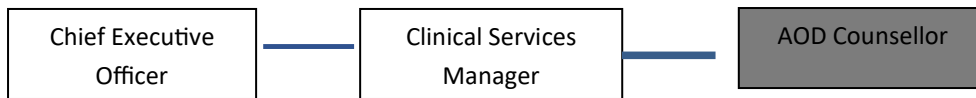
6. Customer Service

It is the responsibility of all employees of iREACH to maintain agreed customer service standards to both the external and internal customer base.

7. Reporting/Working Relationships

- May represent iREACH at local, regional, state and national meetings, conferences, and other relevant forums.
- Participate in Performance Review & Development Appraisal at least every 12 months.
- The AOD Counsellor is responsible for practising within the philosophy of iREACH, its aims, policies and protocols, and the standards of the incumbent's professional discipline.

8. Organisational Chart



9. Special Conditions

- Exercise delegated authority in accordance with the Corporate Governance Policy: ‘Delegation of Authority’.
- Services may be required to be provided at multiple community locations, and travel to outlying areas may be required
- Some after-hours work may be required, for which time off in lieu of (TOIL) overtime may be taken
- Current SA Driver’s license essential
- Some use of own vehicle may be required depending on the availability of iREACH vehicles. Reimbursement will be paid at a rate determined by the relevant Modern Award
- Current comprehensive insurance of any vehicle used for work purposes is required and should be presented for sighting annually
- The incumbent will be subject to an annual performance review
- The incumbent will be required to produce a current criminal history check and Working with Children check clearances which demonstrate that they have not been found guilty of any offence relevant to the area of employment and after that every three years or as required.

10. Child Protection

- As per the South Australian Children and Young People (Safety) Act 2017, the successful applicant will be required to demonstrate that they hold a current National Police Certificate before employment.
- iREACH Rural Health requires all staff to undertake the following Department of Human Services (DHS) screening checks:
 - Working with children check (WWCC)
- The incumbent is required to either currently hold or be trained in (within the first three months of employment) Child Safe Environments.

11. Work Health and Safety

The AOD Counsellor is required to:-

- Take responsibility for effectively checking (monitoring, observing, inspecting and auditing) to ensure that risk-based management systems and plans are in position and successfully implemented
- Acquire and keep up-to-date knowledge of work health and safety matters
- Ensure that appropriate resources and processes are available and utilised to enable hazards associated with the operation of the role are identified and risks eliminated or minimised
- Ensure that the appropriate process is followed for receiving and considering information regarding reported incidents/hazards and risks, and these are responded to in a timely way
- Ensure as far as reasonably practicable that employees, visitors and contractors, whilst at an

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iREACH worksite, are safe from injury and risk to health

- Provide adequate information, instruction, training and supervision of all employees in matters relating to WHS
- Provide adequate resources to maintain and continuously improve system performance, including maintaining ongoing compliance with legislation, standards, principles and guidelines.

The employee is responsible for protecting their own health and safety at work, as well as co-workers & clients.

The employee is responsible for abiding by the organisation’s WH&S policies and direction as set out in iREACH’s Standard Procedures Operation Manual.

The employee shall avoid adversely affecting the health or safety of any other person through any act or omission at work and in particular, so far as is reasonable, shall:

- use any equipment provided for health or safety purposes
- obey any reasonable instruction that the employer may give concerning health or safety at work
- comply with work health and safety policy in the workplace
- ensure that they are not, by the consumption of alcohol or a drug, in such a state as to endanger their safety at work or the safety of any other person at work.

12. STATEMENT OF KEY RESPONSIBILITIES AND DUTIES

CLINICAL

- Deliver alcohol and other drug interventions to clients, inclusive of:
 - Assessment and screening
 - Brief interventions, including CBT approaches
 - Case management
 - Motivational / specific AOD Counselling
 - Group work
 - Peer Support
 - Education and coaching
 - Self-Awareness education
- Provide follow up support to clients
- Provide community education and information on alcohol and other drugs, including access and support available within the region
- Contribute to the promotion of iREACH’s AOD service, ensuring that the community is aware they can access AOD support (with or without mental health services).
- Contribute to developing referral pathways with local services to improve the effectiveness of drug and alcohol treatment services for individuals requiring support and treatment by increasing coordination between various sectors.
- Facilitate sustainable cooperative, coordinated and collaborative relationships and systems across the AOD services sector
- Educate GPs and other stakeholders in the referral process
- Be guided by appropriate National Strategy and State guidance, including the Guidelines on the management of co-occurring alcohol and other drug mental health conditions in alcohol and other drug treatment settings
- Attend meetings as necessary and report on program outcomes

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- Participation in clinical supervision

TEAMWORK

The AOD Counsellor will:

- Work effectively and collaboratively with colleagues and service partners, in accordance with the values and philosophy of iREACH, to deliver agreed objectives.
- Participate in team or management meetings that are relevant to project deliverables.
- Maintain a high level of professionalism in all interactions.
- Engage in professional development activity and quality improvement processes, and attend training as necessary in order to meet changing needs, new technology developments and service requirements.
- Actively support the aims and objectives of iREACH through understanding and implementation of the iREACH Strategic Plan.

QUALITY ASSURANCE

The AOD Counsellor will actively support the development and implementation of initiatives to foster continuous quality improvement and assurance. This may include:

- Participate in the review of iREACH's Annual and Strategic Plans in conjunction with other team members.
- Contribute to best practice standards of service delivery by supporting the implementation of quality management systems, evaluation and reporting
- Ensure the application and fostering within the workplace of the relevant Federal and State Legislation principles, policies & procedures of:
 - ⇒ equal opportunity
 - ⇒ fairness
 - ⇒ honesty and respect
 - ⇒ work-health & safety
 - ⇒ professional Codes of Conduct and Ethics

COMPLIANCE

- Support the aims and objectives of iREACH through understanding and implementation of the iREACH Strategic Plan
- Be aware of and adhere to iREACH's policies and procedures
- Display a commitment and passion for iREACH values
- Employees are required to read, understand and comply with all policies, procedures and any reasonable direction whilst demonstrating professional workplace behaviours in accordance with the iREACH Code of Conduct

13. PERSON SPECIFICATION

13.1 ESSENTIAL MINIMUM REQUIREMENTS

Qualifications

Minimum Certificate IV in AOD counselling or willing to work towards a formal qualification. Other relevant training and experience may also be considered for this role.

Experience

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- Clinical skills and significant experience in working with people who have a substance misuse issue.
- Experience working within a multi-disciplinary team
- Experience working with people with complex psychosocial issues

Personal Skills/ Abilities

- Ability to work well with and engage effectively with GPs, other agencies both within and outside health and consumers and their carers and family members
- Ability to work independently in a small team or solo environment
- Initiative to take responsibility for and to maintain and develop clinical skills
- Ability to administer and interpret appropriate outcome tools
- Well-developed communication skills, both verbal and written
- Ability to be self-reflective, work within a relevant scope of practice and understand and maintain boundaries

Knowledge

- Demonstrated ability to deliver and engage clients who are experiencing issues with their use of substances.
- Knowledge of or ability to gain an understanding of local services relevant to mental health consumers
- Knowledge of the SA Mental Health Act, 2009, and relevant state and national drug and alcohol policies and treatment guidelines.
- Computer skills in the Microsoft Window environment including the use of Word, PowerPoint and Excel.

13.2 DESIRABLE REQUIREMENTS

Experience

- Tertiary qualifications in Social Work, Nursing, Occupational Therapy or Psychology.
- Previous experience working with clients who have comorbid substance misuse and mental health issues.
- Experience working in a primary health care setting is an advantage
- Knowledge and/or experience working in a rural setting
- Understanding or experience working with people that have experienced abuse and trauma
- Familiarity or experience working with people with complex needs

13.3 ORGANISATIONAL REQUIREMENTS

COMPLIANCE

- Support the aims and objectives of iREACH through an understanding and implementation of the iREACH Strategic Plan
- Be aware of and adhere to iREACH's policies and procedures
- Display a commitment and passion for iREACH Values
- Employees are required to read, understand and comply with all policies, procedures and any reasonable direction whilst demonstrating professional workplace behaviours in accordance with the iREACH Code of Conduct

The incumbent is obligated to practice according to their job and person specification, along with iREACH's Manuals and Registers and other relevant Roles and Responsibilities statement as required.

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The duties and responsibilities for this position should not be considered as limited to the above activities. Duties may be added, deleted or modified, in consultation with the incumbent, as necessary. Job Descriptions and staff performance will be reviewed regularly.

End

JOB AND PERSON SPECIFICATION

- Title of Position:** Alcohol and Other Drug (AOD) Lived Experience Mentor
- Classification Code:** MMGPN EBA 2017 – MMGPN 3
(dependent on qualifications and experience - salary sacrifice arrangements are available)
- Status of Employment:** Contract Position
(Renewal dependent upon ongoing funding and performance)

Approved by Chief Executive Officer: August 2024

COMPANY

The Murray Mallee Division of General Practice (iREACH) was established in 1995 as a member-based, not-for-profit, incorporated body registered under the Associations Incorporation Act 1985. It was funded through the Divisions of General Practice Program with the stated aim to *“Improve health outcomes for patients by encouraging GPs to work together and to link with other health professionals to upgrade the quality of health service delivery at the local level”*.

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Our **organisational governance** is overseen by a skills-based Board, including elected and appointed members with identified skill sets. Our **clinical governance** is overseen by a regional group of primary care clinical leaders and managers. Quality improvement and the promotion of service excellence through best practice are the central focus of our work. **Community and consumer engagement** in the planning, managing, and evaluating of our services are integral to our operations.

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We provide continuing professional development programs, which our local GPs and medical specialists highly value. We also offer education and support programs for practice managers, nurses and allied health clinicians.

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JOB SPECIFICATION

At iREACH, we have a clear vision of where we are heading as an organisation. Our vision and core values clearly communicate and reinforce how we will get there. Our core values provide the basis of our team conduct and underpin our corporate character and organisational culture.

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14. Purpose

iREACH job specifications provide employees with a description of specific role expectations and functions. The roles and responsibilities reflect our values and ensure accountability toward achieving the iREACH vision. We seek to be a responsive and flexible organisation, and it is anticipated that individual roles will change over time. Job specifications will change with them. Role descriptions need to evolve and continue to be correctly classified as these changes occur. The duties and responsibilities outlined should not be considered definitive.

15. Role Description

iREACH has provided mental health services to the Murray Mallee community for many years. Federal government funding has now created the opportunity to deliver Alcohol and Other Drugs (AOD) services to the region. This funding presents an exciting opportunity to recognise and provide a clinical service that recognises the often comorbid presentation of Substance Misuse and Mental Health conditions.

The program aims to provide a holistic, client-centred approach to the recovery of individuals experiencing problematic substance use and addiction issues. A range of interventions are offered, including screening and assessment, harm minimisation, AOD counselling, Mental Health therapy, group work interventions, and psychosocial support, along with the Matrix program for Methamphetamine and Opioid addiction. Clients can enter at varying stages of their recovery journey, ranging from obtaining abstinence to reducing harmful use or a better understanding of how to use safely.

iREACH provides services to some of the most disadvantaged populations in the Murray Mallee Region, including Aboriginal and Torres Strait Islanders, people affected by trauma and abuse, people experiencing suicidal ideation, socially disadvantaged and unemployed, and those involved in the criminal justice or child protection systems.

The Lived Experience Mentor works as part of the multidisciplinary team to assist in delivering focused, evidence-based treatment for individuals experiencing harmful use of substances. The Lived Experience worker will draw on their lived experience to engage and support clients, their families, and carers who want to address their substance issues. The main role of the Lived Experience worker is to cofacilitate structured interventions to those referred to the Matrix program in the form of both group and individual sessions and to draw on their lived experience to enhance the Matrix strategies

The successful applicant will have a lived experience of drug use, preferably methamphetamine or opioid dependence, and be able to demonstrate successful management and abstinence for at least 6 months.

16. Role Accountabilities

The Lived Experience Mentor reports to the iREACH Clinical Services Manager. External supervision arrangements will be negotiated. iREACH has a performance management and review program, with annual performance reviews held at a minimum. The Lived Experience Mentor is responsible for practising within the philosophy of iREACH and its aims, policies and procedures.

Contribute to iREACH's Continuous Quality Improvement by

- maintaining accurate data collation and appropriate reporting
- contributing to policy and procedures relevant to iREACH
- provide flexible and responsive service delivery.
- identifying further quality improvement strategies
- record all client interactions in the client database system

17. Key Performance Indicators (KPIs)

KPIs are set measurable and achievable goals for improving core business activities and delivering on contractual objectives. KPIs will align with changing business requirements.

- The employee is required to deliver the prescribed KPIs for the role.
- Individual role KPIs are documented annually and will be measured to evaluate the employee's performance.
- KPIs will be assessed regularly through structured face-to-face discussions.

18. Delegated Authority

The employee must comply and refer to the Corporate Governance Policy: 'Delegation of Authority' and associated Schedule for the authority levels assigned to this role.

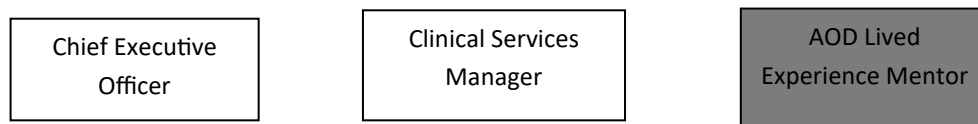
19. Customer Service

It is the responsibility of all iREACH employees to maintain agreed-upon customer service standards for both the external and internal customer bases.

20. Reporting/Working Relationships

- May represent iREACH at local, regional, state and national meetings, conferences, and other relevant forums.
- Participate in Performance Review & Development Appraisal at least every 12 months.
- The AOD Counsellor is responsible for practising within the philosophy of iREACH, its aims, policies and protocols, and the standards of the incumbent's professional discipline.

21. Organisational Chart



22. Special Conditions

- Services may be required to be provided at multiple community locations, and travel to outlying areas may be required
- Some after-hours work may be required, for which time off in lieu of (TOIL) overtime may be taken
- Current SA Driver's license essential
- Some use of own vehicle may be required depending on the availability of iREACH vehicles. Reimbursement will be paid at a rate determined by the relevant Modern Award
- Current comprehensive insurance of any vehicle used for work purposes is required and should be presented for sighting annually
- The incumbent will be subject to an annual performance review
- The incumbent will be required to produce a current criminal history check and Working with Children check clearances which demonstrate that they have not been found guilty of any offence relevant to the area of employment and after that every three years or as required.

23. Child Protection

- As per the South Australian Children and Young People (Safety) Act 2017, the successful applicant will be required to demonstrate that they hold a current National Police Certificate before employment.
- iREACH Rural Health requires all staff to undertake the following Department of Human Services (DHS) screening checks:
 - Working with children check (WWCC)
- The incumbent is required to either currently hold or be trained in (within the first three months of employment) Child Safe Environments.

24. Work Health and Safety

The Lived Experience Mentor is required to:-

- Take responsibility for effectively checking (monitoring, observing, inspecting and auditing) to ensure that risk-based management systems and plans are in position and successfully implemented
- Acquire and keep up-to-date knowledge of work health and safety matters
- Ensure that appropriate resources and processes are available and utilised to enable hazards associated with the operation of the role are identified and risks eliminated or minimised
- Ensure that the appropriate process is followed for receiving and considering information regarding reported incidents/hazards and risks, and these are responded to in a timely way
- Ensure as far as reasonably practicable that employees, visitors and contractors, whilst at an iREACH worksite, are safe from injury and risk to health
- Provide adequate information, instruction, training and supervision of all employees in matters relating to WHS
- Provide adequate resources to maintain and continuously improve system performance, including maintaining ongoing compliance with legislation, standards, principles and guidelines.

The employee is responsible for protecting their own health and safety at work, as well as co-

workers & clients.

The employee is responsible for abiding by the organisation's WH&S policies and direction as set out in iREACH's Standard Procedures Operation Manual.

The employee shall avoid adversely affecting the health or safety of any other person through any act or omission at work and in particular, so far as is reasonable, shall:

- use any equipment provided for health or safety purposes
- obey any reasonable instruction that the employer may give concerning health or safety at work
- comply with work health and safety policy in the workplace
- ensure that they are not, by the consumption of alcohol or a drug, in such a state as to endanger their safety at work or the safety of any other person at work.

25. STATEMENT OF KEY RESPONSIBILITIES AND DUTIES

- In conjunction with the Senior AOD clinician, deliver the group sessions of the Matrix program as specified
- Provide ongoing individual support as necessary and within skills and scope to help the person achieve their identified goal of abstinence from substances
- Encourage communication between the client and other relevant agencies including practical assistance and advocacy to do so
- Collate and provide psychosocial information to clients both in regard to iREACH programs and the wider community
- Provide a safe space to talk in a non-clinical space, normalising the recovery experience and drawing on personal experience
- Contribute to required data collection and assistance as required in reporting requirements to funding body
- Provide a consumer perspective in planning and delivering programs and services.
- Use self-disclosure in a safe and meaningful way whilst remaining mindful about the appropriateness of this and the adverse effects that can occur when used inappropriately
- Participate effectively in client reviews as necessary
- Record all client interactions in the client database system (MMEx or Mastercare)
- Engage in regular supervision

TEAMWORK

The Lived Experience Mentor will:

- Work effectively and collaboratively with colleagues and service partners, in accordance with the values and philosophy of iREACH, to deliver agreed objectives.
- Participate in team or management meetings that are relevant to project deliverables.
- Maintain a high level of professionalism in all interactions.
- Engage in professional development activity and quality improvement processes and attend training as necessary to meet changing needs, new technology developments and service requirements.
- Actively support the aims and objectives of iREACH through understanding and implementing the iREACH Strategic Plan.

QUALITY ASSURANCE

The Lived Experience Mentor will actively support the development and implementation of initiatives to foster continuous quality improvement and assurance. This may include:

- Participate in the review of iREACH's Annual and Strategic Plans in conjunction with other team members.
- Contribute to best practice standards of service delivery by supporting the implementation of quality management systems, evaluation and reporting
- Ensure the application and fostering within the workplace of the relevant Federal and State Legislation principles, policies & procedures of:
 - ⇒ equal opportunity
 - ⇒ fairness
 - ⇒ honesty and respect
 - ⇒ work-health & safety
 - ⇒ professional Codes of Conduct and Ethics

COMPLIANCE

- Support the aims and objectives of iREACH through understanding and implementation of the iREACH Strategic Plan
- Be aware of and adhere to iREACH's policies and procedures
- Display a commitment and passion for iREACH values
- Employees are required to read, understand and comply with all policies, procedures and any reasonable direction whilst demonstrating professional workplace behaviours in accordance with the iREACH Code of Conduct

26. PERSON SPECIFICATION

13.1 ESSENTIAL MINIMUM REQUIREMENTS

Experience

- Lived experience of Methamphetamine or Opioid Dependence and be able to demonstrate successful management and abstinence for at least 6 months.
- Relevant experience in a similar role, or translatable experience would be an advantage.
- Certificate Level in 4 Mental Health Peer Work, Alcohol and other drugs, Disability, Aged Care or Home and Community Care or higher, or working towards this.

Personal Skills/ Abilities

- Warm and approachable, ability to actively listen, friendly and professional
- High level of integrity, honesty, commitment and understanding of boundaries.
- Ability to think creatively and innovatively
- Strong communication and networking skills
- Strong and independent organisational skills, good initiative and time management skills.
- Ability to work under limited supervision and exercise some independent judgment within the scope of the role

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- Ability to self-reflect, understand and maintain boundaries, and show ethical practice.

Knowledge

- Good understanding of confidentiality and privacy and commitment to adhere to these standards
- Computer skills in the Microsoft Windows environment, including the use of Word, PowerPoint and Excel.

13.2 DESIRABLE REQUIREMENTS

Experience

- Previous experience working in the field.
- Experience working in a community-based setting within a primary healthcare model
- Experience working in a rural setting
- Knowledge of the recovery model and understanding of AOD and mental health issues

13.3 ORGANISATIONAL REQUIREMENTS

COMPLIANCE

- Support the aims and objectives of iREACH through an understanding and implementation of the iREACH Strategic Plan
- Be aware of and adhere to iREACH’s policies and procedures
- Display a commitment and passion for iREACH Values
- Employees are required to read, understand and comply with all policies, procedures and any reasonable direction whilst demonstrating professional workplace behaviours in accordance with the iREACH Code of Conduct

The incumbent is obligated to practice according to their job and person specification, along with iREACH’s Manuals and Registers and other relevant Roles and Responsibilities statement as required.

The duties and responsibilities for this position should not be considered as limited to the above activities. Duties may be added, deleted or modified, in consultation with the incumbent, as necessary. Job Descriptions and staff performance will be reviewed regularly.

End

JOB AND PERSON SPECIFICATION

Title of Position: Project Support & Administration Officer

Classification: MMGPN EBA 2017 MMGPN 2
(Dependant on qualifications & experience – salary sacrifice arrangements are available)

Status of Employment: Contract position
(Possibility of extension subject to performance & continued funding)

Approved by Chief Executive Officer: August 2024

COMPANY

The Murray Mallee Division of General Practice (iREACH) was established in 1995 as a member-based, not-for-profit, incorporated body registered under the Associations Incorporation Act 1985. It was funded through the Divisions of General Practice Program with the stated aim to *“Improve health outcomes for patients by encouraging GPs to work together and to link with other health professionals to upgrade the quality of health service delivery at the local level”*.

During the period of government health reform from 2013-14, the organisation evolved to become an independent provider of primary health care services, predominantly funded through the Country SA Primary Health Network (PHN) and other levels of government and Medicare-funded services.

Our **organisational governance** is overseen by a skills-based Board, including elected and appointed members with identified skill sets. Our **clinical governance** is overseen by a regional group of primary care clinical leaders and managers. Quality improvement and the promotion of service excellence through best practice are the central focus of our work. **Community and consumer engagement** in the planning, managing, and evaluating of our services are integral to our operations.

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We provide continuing professional development programs, which our local GPs and medical specialists highly value. We also offer education and support programs for practice managers, nurses and allied health clinicians.

Our core business includes primary health, mental health and AOD health services to our local communities. In addition, we offer outreach services to smaller and geographically isolated communities and provide services at low or no cost to clients.

The organisation is administered from its premises in the Rural City of Murray Bridge. Clinical services are provided on-site, with a serviced reception area and consulting rooms utilised by a range of private and project-funded allied health professionals. In addition, youth mental health and drug and alcohol services are provided through the **headspace** Murray Bridge (and the **headspace** Victor Harbor satellite site) and **headspace** Mount Barker.

Outreach services are provided to larger towns, including Mannum, Meningie, Tailem Bend and Karoonda. One of our most outstanding achievements has been the significant improvement in access to allied health services for our isolated rural communities.

iREACH employs or contracts a range of allied health workers within its suite of funded programs and private providers. This includes nurses, psychologists, social workers and AOD Workers. In addition, organisational and clinical managers support the qualified and experienced allied health workforce; and comprehensive program guidelines, policies and procedures.

JOB SPECIFICATION

At iREACH, we have a clear vision of where we are heading as an organisation. Our vision and core values clearly communicate and reinforce how we will get there. Our core values provide the basis of our team conduct and underpin our corporate character and organisational culture.

VISION

Healthy and resilient people and communities

CORE VALUES

inclusivity and diversity

Respect and compassion

Empowerment

innov**A**tion

Connection

Hope

27. Purpose

iREACH job specifications provide employees with a description of specific role expectations and functions. The roles and responsibilities reflect our values and ensure accountability toward achieving the iREACH vision. We seek to be a responsive and flexible organisation, and individual roles are anticipated to change over time. Job specifications will change with them. Role descriptions need to evolve and continue to be correctly classified as these changes occur. The duties and responsibilities outlined should not be considered definitive.

28. Role Description

The Project Support & Administration Officer is responsible for providing a high level of service to delivery of clinical services via support to the Clinical Services Manager as well as providing excellence service to internal and external customers of iREACH through the delivery of a confidential, friendly and proficient administrative support service.

29. Role Accountabilities

- Reports to the Clinical Services Manager.
- Works with all iREACH Staff
- Works with a range of internal and external stakeholders and clients

30. Key Performance Indicators (KPIs)

KPIs are set measurable and achievable goals for improving core business activities and delivering on contractual objectives. KPIs will align with changing business requirements.

- The employee is required to deliver the prescribed KPIs for the role.
- Individual role KPIs are documented annually and will be measured to evaluate the employee's performance.
- KPIs will be assessed regularly through structured face-to-face discussions.

31. Delegated Authority

The employee is required to comply and refer to the Corporate Governance Policy: 'Delegation of Authority' and associated Schedule for the authority levels assigned to this role.

32. Customer Service

It is the responsibility of all employees of iREACH to maintain agreed customer service standards to both the external and internal customer base.

33. Reporting/Working Relationships

- May represent iREACH at local, regional, state and national meetings, conferences, and other relevant forums.
- Participate in Performance Review & Development Appraisal at least every 12 months.
- The Project Support & Administration Officer is responsible for practising within the philosophy of iREACH, its aims, policies and protocols, and the standards of the incumbent's professional discipline.

34. Organisational Chart

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35. Special Conditions

- Some after-hours work may be required, for which time in lieu (TOIL) may be taken
- Current SA driver's license essential
- iREACH vehicle is available for work purposes. If the use of own vehicle is required for work purposes, reimbursement will be made as per the rates determined by the relevant Modern Award.
- Further contracts will be subject to performance and ongoing funding.
- Participate in Performance Reviews & Development Appraisals at least every 12 months
- Support the aims and objectives of iREACH through understanding and implementation of the iREACH Strategic Plan
- Exercise delegated authority in accordance with the Corporate Governance Policy: 'Delegation of Authority'.

36. Child Protection

- As per the South Australian Children and Young People (Safety) Act 2017, the successful applicant must demonstrate that they hold a current National Police Certificate before employment.
- iREACH Rural Health requires all staff to undertake the following Department of Human Services (DHS) screening checks:
 - Working with children check (WWCC)
 - Vulnerable Person-Related Employment Screening
- The incumbent must either hold or be trained in (within the first three months of employment) Child Safe Environments.

37. Work Health and Safety

The Project Support & Administration Officer is required to:-

- Take responsibility for effectively checking (monitoring, observing, inspecting and auditing) to ensure that risk-based management systems and plans are in position and successfully implemented
- Acquire and keep up-to-date knowledge of work health and safety matters
- Ensure that appropriate resources and processes are available and utilised to enable hazards associated with the operation of the role are identified and risks eliminated or minimised
- Ensure that the appropriate process is followed for receiving and considering information regarding reported incidents/hazards and risks, and these are responded to in a timely way
- Ensure as far as reasonably practicable that employees, visitors and contractors, whilst at an iREACH worksite, are safe from injury and risk to health
- Provide adequate information, instruction, training and supervision of all employees in matters relating to WHS

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- Provide adequate resources to maintain and continuously improve system performance, including maintaining ongoing compliance with legislation, standards, principles and guidelines.

The employee is responsible for protecting their own health and safety at work, as well as co-workers & clients.

The employee is responsible for abiding by the organisation’s WH&S policies and direction as set out in iREACH’s Standard Procedures Operation Manual.

The employee shall avoid adversely affecting the health or safety of any other person through any act or omission at work and in particular, so far as is reasonable, shall:

- use any equipment provided for health or safety purposes
- obey any reasonable instruction that the employer may give concerning health or safety at work
- comply with work health and safety policy in the workplace
- ensure that they are not, by the consumption of alcohol or a drug, in such a state as to endanger their safety at work or the safety of any other person at work.

38. STATEMENT OF KEY RESPONSIBILITIES AND DUTIES

- Provide administration and project support to the Clinical Services Manager and their associated service portfolios
- Possess sound critical thinking skills, identify opportunities and innovative solutions, and implement system improvements that contribute to program efficiencies.
- Coordination of meetings, events, workshops, site visits,
- Answering phone queries, and emails.
- Preparation of agendas and minute taking & other secretarial duties as needed.
- General liaison with stakeholders as required
- Participate in continuous quality improvement activities
- Contribute to the development of policies and procedures
- Prepare written correspondence, presentations and various reports
- Supporting data collection and reporting as required
- Needle and Syringe Program (NSP) operational & administrative tasks as directed
- Assist in the development of grant proposals
- Advise & contribute to the Continuing Professional Development Program (CPD) as needed with the Executive Assistant
- Contribute to a clean and safe meeting (inc group & meeting rooms) and eating areas (kitchen)
- Other duties as directed

QUALITY ASSURANCE

The Project Support & Administrative Officer will actively support the development and implementation of initiatives to foster continuous quality improvement and assurance. This may include:

- Participate in the review of iREACH’s Annual and Strategic Plans in conjunction with other team members.

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- Contribute to best practice standards of service delivery by supporting the implementation of quality management systems, evaluation and reporting
- Ensure the application and fostering within the workplace of the relevant Federal and State Legislation principles, policies & procedures of:
 - ⇒ equal opportunity
 - ⇒ fairness
 - ⇒ honesty and respect
 - ⇒ work-health & safety
 - ⇒ professional Codes of Conduct and Ethics

COMPLIANCE

- Support the aims and objectives of iREACH through understanding and implementation of the iREACH Strategic Plan
- Be aware of and adhere to iREACH’s policies and procedures
- Display a commitment and passion for iREACH values
- Employees are required to read, understand and comply with all policies, procedures and any reasonable direction whilst demonstrating professional workplace behaviours in accordance with the iREACH Code of Conduct

39. PERSON SPECIFICATION

ESSENTIAL MINIMUM REQUIREMENTS

Personal Skills/ Knowledge / Experience

- Using your excellent interpersonal skills and ability to communicate respectfully and maintain relationships with a diverse range of stakeholders
- Excellent telephone manner
- Familiarity with Microsoft Office Suite (Outlook, Word, Excel, Access and Publisher)
- Proven experience in data management
- Ability to take meeting minutes
- Highly developed planning and organising skills, including the ability to proactively problem solve.
- Familiarity with the health environment and/or mental health and drug and alcohol highly regarded.
- Previous experience in co-ordinating events will be highly regarded
- Impeccable written and oral communication, including preparing well-structured correspondence that is clear, succinct and accurate.
- Time management and organisational skills including the ability to multi-task conflicting priorities to achieve results in tight timeframes.
- A good understanding of quality management systems
- Capacity to represent the organisation professionally and maintain confidentiality
- Ability to work within a multidisciplinary team
- Ability to work unsupervised and use initiative and judgement within scope and delegation

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- Experience in providing effective client/customer contact and professional, courteous service provision
- A sense of humour



DESIRABLE CHARACTERISTICS

- Formal qualification in project management, health services, or community engagement or relevant experience or transferable skills.
- Experience working in an AOD or mental health service
- Experience providing and collecting data
- Experience in an Executive assistant type of role

ORGANISATIONAL REQUIREMENTS

The incumbent is obligated to refer to their job and person specification along with MMGPN's Manuals and Registers and other relevant Roles and Responsibilities statements as required.

The duties and responsibilities for this position should not be considered as limited to the above activities. Duties may be added, deleted or modified, in consultation with the incumbent, as necessary. Job Descriptions and staff performance will be reviewed regularly.

End