

## Program Facilitator – AOD Response North

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| <b>position number</b> | P3194  |
| <b>status</b>          | Full Time, on-going (FT)   |
| <b>network</b>         | Services   |
| <b>agreement</b>       | Victorian Stand-Alone Community Health Services (Health and Allied Services, Managers and Administrative Officers) Multiple Enterprise Agreement 2022 – 2026 |
| <b>classification</b>  | HS6  |
| <b>reports to</b>      | Cluster Leader   |

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| <b>about us</b>                | cohealth is a not-for-profit community health organisation. We provide health and support services in Melbourne's CBD, and northern and western suburbs.   |
| <b>what we do</b>              | Our work aims to improve the health and wellbeing of our communities and address health and social inequality.   |
| <b>our organisation</b>        | cohealth is a community health organisation with an ambitious strategic plan. Our mission is to improve health and wellbeing for all and tackle inequality, in partnership with people and the communities they live in.   |
| <b>our people</b>              | People who work at cohealth are committed to designing and delivering high quality health care and promoting and protecting human rights.  |
| <b>diversity and inclusion</b> | We want people of all ages, gender identities, sexualities, cultural backgrounds, 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 <a href="#">here</a> |

## 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 Response cluster and is responsible for the delivery of high quality and safe programs. This role is a key leadership position with operational responsibilities for delivering our AOD Response North service from Innerspace in Collingwood. The AOD Response North service delivers a health-led response to people who use drugs in the Inner North of Melbourne.

The AOD Response North/Innerspace Team provide a needle and syringe program, primary health service, and assertive outreach in the Inner North of Melbourne working with clients to reduce the harms associated with substance use and other health and psychosocial needs. This program also supports our new clinic, in partnership with the Salvation Army, at 69 Bourke St.

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

The Program Facilitator will coordinate all components of this program, ensuring excellent governance, a collaborative workplace, compliance with Funding and Service Agreements, and delivering a program which maximises the client experience. The role also encompasses elements of community engagement and advocacy to create and maintain an enabling environment for our service to operate in.

This role draws upon extensive service delivery expertise and an understanding of impactful drug and alcohol programming. To excel in this role, you enjoy building capability through coaching and enabling teams, have a focus on quality improvement and understand the delivery of non-judgmental health care.

## key accountabilities

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| <p><b>program delivery</b></p>               | <ul style="list-style-type: none"> <li>• Facilitate delivery of assigned programs, including but not limited to NSP, Primary Health Clinic and outreach services, in compliance with funder metrics and performance measurements and within budget/funding provisions list</li> <li>• Monitor program delivery against model of cares and ensure revision of key documents as required</li> <li>• Lead the development of clear referral pathways for service clients, within cohealth and other service providers</li> <li>• Ensure program reporting requirements are completed accurately and in a timely manner</li> <li>• Monitor risk and compliance frameworks relevant to program delivery</li> </ul>  |
| <p><b>stakeholder engagement</b></p>         | <ul style="list-style-type: none"> <li>• Collaborate with key stakeholders to achieve responsive services which are codesigned with consumers and are impactful</li> <li>• Proactive engagement with community partners, including but not limited to, other health services, police, local businesses and local level government</li> <li>• lead site management of primary location, including operational afterhours support, enhancing integration across programs within a site (across cohealth programs) to continually seek ways to maximise client experience</li> </ul>  |
| <p><b>leadership and team management</b></p> | <ul style="list-style-type: none"> <li>• Enable teams through coaching - assisting teams as a collective and as individuals in achieving their goals and working toward best outcomes</li> <li>• 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</li> <li>• 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</li> <li>• Develop performance development plans in conjunction with subordinates to set performance direction and identify training and development needs</li> <li>• Regularly monitor and assess the performance of staff to provide constructive feedback and identify development needs</li> <li>• Co-operation for continual improvement of team performance</li> <li>• 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</li> </ul> |

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| <b>training and development</b>           | <ul style="list-style-type: none"> <li>• 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</li> <li>• 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</li> <li>• Maintain knowledge, skills, qualifications, accreditations and registrations through participation in professional development activities</li> </ul> |
| <b>quality and continuous improvement</b> | <ul style="list-style-type: none"> <li>• Implement and monitor staff compliance with policies, procedures and programs</li> <li>• Contribute to the principles of continuous improvement as contained in the cohealth's quality system and ensure compliance with quality framework/guidelines</li> </ul>   |
| <b>health &amp; safety compliance</b>     | <ul style="list-style-type: none"> <li>• Ensure compliance with cohealth's health and safety management systems and procedures by all staff, external contractors and visitors</li> <li>• Implementation of health and safety procedures to promote and provide a safe and healthy workplace</li> <li>• 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 &amp; Safety (WHS)</li> <li>• Comply and adhere to all cohealth policies and procedures including code of conduct and values</li> </ul>   |
| <b>others</b>                             | <ul style="list-style-type: none"> <li>• Undertake special projects or tasks as required</li> <li>• Perform all other duties as directed, within the limits of skills, competence and training to maximise flexibility and effectiveness</li> </ul>   |

## position requirements

- Relevant tertiary qualification
- 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

- 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 impactful health/community care, including community participation and continuous quality improvement
- Is a devoted lifelong learner who openly shares knowledge
- (desirable) Experience in leading the delivery of health/community services using a Harm Reduction 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**