

BENDIGO COMMUNITY HEALTH SERVICES

POSITION TITLE: NORTH-WEST PHARMACOTHERAPY LIAISON WORKER

Name:	
Position number:	
Award/Agreement:	Community Health Centre (Stand Alone Services) Social and Community Service Employees Multi Enterprise Agreement 2017
Classification:	Social and Community Services Employee Level 5
Site:	Kangaroo Flat (the role includes outreach within the Loddon Mallee Region)
Hours per fortnight:	60.8 hours per fortnight
Tenure:	Fixed term to Thursday 30 June 2022
Position description developed:	October 2019
Responsible to:	Team Manager - Alcohol and Other Drugs Clinical Services

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Bendigo Central
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**Elmore Primary
Health:**
Ph: (03) 5432 6001
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We want (Vision)

Better Health and wellbeing across generations.

We exist (Mission)

To work hand in hand with our community to achieve healthier lives.

We strive for (Values)

- **Integrity**
We are authentic and accountable and we honour our obligations.
- **Respect**
We build respectful relationships through trust, empathy and collaboration.
- **Inclusion**
We recognise and promote accessible, safe and holistic supports and services as a basic human right.
- **Innovation**
Through continuous learning, we ensure an agile, responsive and sustainable service.
- **Togetherness**
We create a sense of connectedness, pride and support through enjoying our work and being passionate about making a difference.

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Our pillars	Consumer and Community	Influence	Visible	Sustainable
The change we want to see	People in our community, especially those most in need, have improved health and wellbeing	We use evidence, data and the voice of our community to shape our supports and services	Our service is identified as a quality provider and our people are recognised as leaders	Our sustainability is based on a healthy culture, improved systems, outcomes and growth

Position Role

The North-West Pharmacotherapy Liaison Officer is responsible for driving and supporting local initiatives to improve access to pharmacotherapy services in the Loddon Mallee region. The priority for the role is to support sustainable improvements to service capacity.

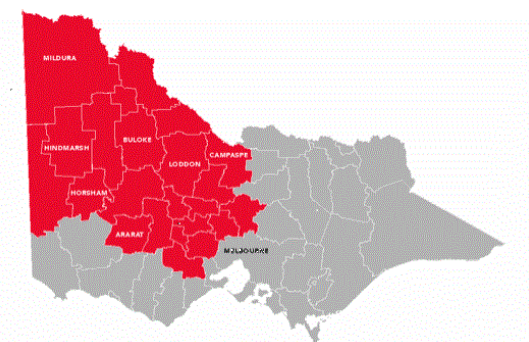
The North-West Pharmacotherapy Liaison Officer will be accountable for project outcomes to the ORTicare Network via the Network Manager (employed by Ballarat Community Health) while supported operationally by Bendigo Community Health Services (BCHS). Although the position will be based in Bendigo the Liaison Officer is expected to travel across the local government areas of Swan Hill, Buloke, Gannawarra, Loddon, Campaspe, Greater Bendigo, Macedon Ranges and Mount Alexander in order to build relationships across the catchment and to support a regional approach and local community activities.

About the Pharmacotherapy Area Based Networks

The Pharmacotherapy Area-Based Networks (PABNs) are a Victorian Government initiative to provide opioid pharmacotherapy support for primary care providers and pharmacists across the state of Victoria including metropolitan, regional and rural areas. Each PABN provides connections between primary health care, hospitals and alcohol and other drug (AOD) services to create a more cohesive and strengthened pharmacotherapy service system.

The ORTicare Network

The Area 2 Pharmacotherapy Network covers the state government regions of Grampians and Loddon Mallee as represented in the map below:



The ORTicare Pharmacotherapy Network governance group provides oversight of the network. The current governance group members are:

- Ballarat Community Health (Lead Agency)
- Bendigo Community Health Services
- Grampians Community Health
- Sunraysia Community Health

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- Pharmacotherapy Advocacy, Medication and Support Service (PAMS)
- Murray Primary Health Network
- Western Victoria Primary Health Network

Position Responsibilities

The responsibilities of the position are:

- Maintain up to date mapping of the local service system including location and capacity of current service providers, service user data, gaps and current partnerships or opportunities.
- Engage and maintain relationships with service providers and stakeholders across the area to define the areas for growth and improvement, service gaps and to further support existing service delivery and collaboration.
- Provide clinical and compliance support for pharmacotherapy prescribers and dispensers.
- Lead and facilitate community development, education and capacity-building activities in the catchment with a view to:
 - increasing numbers of GP prescribers, Nurse Practitioner prescribers and dispensing pharmacies;
 - improving sustainability of prescribing and dispensing services.
 - improving community understanding of, and support for, pharmacotherapy programs.
- Collaborate with service providers and existing partnerships to design and embed more effective referral pathways and working relationships.
- In conjunction with Rural Addiction Medicine Pharmacotherapy Service (RAMPS) nursing roles at Bendigo Community Health and Sunraysia Community Health, promote and provide support for local clinicians to access the RAMPS telehealth consulting service and other appropriate e-health initiatives.
- In conjunction with RAMPS nursing roles at Bendigo Community Health and Sunraysia Community Health support access and uptake of Victorian Opioid Management ECHO.
- Monitor outcomes and collect evidence of impacts and improvements.
- Promote, support and provide leadership to local clinical networks (General Practitioners, Pharmacists, Alcohol and Other Drug Workers and Nurses) across the local government areas of Swan Hill, Buloke, Gannawarra, Loddon, Campaspe, Greater Bendigo, Macedon Ranges and Mount Alexander.
- Promote and support ORTicare events held in the local government areas of Swan Hill, Buloke, Gannawarra, Loddon, Campaspe, Greater Bendigo, Macedon Ranges and Mount Alexander.
- Provide input into the development, implementation, monitoring and review of the ORTicare Network's Strategic Plan.
- Work collaboratively with the ORTicare Manager, network staff and governance group to achieve the Network's strategic plan.
- Support related harm reduction initiatives across the network including access to Hepatitis C screening and treatment, overdose prevention such as Naloxone Programs, Needle and Syringe Programs and community awareness raising.
- Meet with ORTicare Manager on a regular basis and provide progress reports to ORTicare Manager and Governance group.

The Role of the Team

The Alcohol and Other Drugs Services team is a multi-disciplinary team, supporting consumers requiring a range of treatment, support and education related to their use of alcohol and other drugs. The team supports consumers along the continuum of alcohol and other use from active

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using to seeking access to stop their use with a pathway to recovery. The focus of the team is to provide seamless treatment and support pathways, coordinated service and a range of information and education interventions relating to harm reduction.

The Alcohol and Other Drugs Services team also work with the broad service sector and relevant stakeholders to advocate for system and structural changes that improve the experience of our consumers and achieve better more sustained outcomes.

Key Selection Criteria

Essential

1. A tertiary qualification in health or community services or related discipline.
2. A background in a sector with a focus on consumers with complex needs.
3. An understanding of the current pharmacotherapy service system in Victoria.
4. The ability to advocate with a diverse range of stakeholders.
5. The capacity to engage and work effectively with a broad range of stakeholders (eg General Practitioners, Pharmacists, Community Leaders, Health Service Providers and Health Networks) using a community development approach to ensure active participation in planning and implementation of programs and services.
6. The ability to plan, implement and evaluate programs and services.
7. Demonstrated influencing and change management skills
8. An understanding of rural communities and the capacity to work within privacy guidelines in this context.
9. An understanding of the social model of health and how it relates to wellbeing and health outcomes.
10. An understanding of harm minimisation and ability to work within this framework.
11. Excellent written and oral communication skills (presentation and reports).
12. Well-developed computer skills, including basic research skills.
13. A flexible approach and the demonstrated ability to meet deadlines.
14. A commitment to ORTicare and Bendigo Community Health Services' philosophy and values.
15. A current driver's licence.
16. A current employee Working with Children Check.

Probationary Period

Employment with BCHS is conditional on satisfactorily completing a probationary period of six (6) months from date of commencement. During this period your performance will be reviewed with your Manager and, assuming this is mutually satisfactory, your employment will be confirmed at the end of this period.

Staff Review and Development (SRD)

Each BCHS staff member is required to participate in the annual SRD process. The SRD will be based on the Position Role and Responsibilities and Key Selection Criteria in addition to the relevant Branch and Team Plans and the following Performance Indicators.

Self-Management:

Demonstrated experience and understanding of the need for ongoing personal and professional development that contribute to self-satisfaction and professional growth

- Continually develop personally and professionally to meet the changing needs of your position, career and industry.
- Demonstrate behaviours that lead you to achieving your goals.

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Communication and Team Work:

High level communication and interpersonal engagement that contributes to productive and collegial relationships between staff and with consumers

- Display your capacity for self-awareness through reflection, planning and communication.
- Show evidence of your ability to work co-operatively within a team to achieve team goals.
- Establish and develop as key functions of relationship management, regular and professional communication with all your relevant colleagues.
- Demonstrate alignment and integration of practice according to BCHS' Vision, Values, and Strategic Directions.

Administration and Documentation:

Through the use of BCHS processes ensure that all administration and documentation requirements are initiated and completed in a professional and timely manner.

- Show evidence that the administrative tasks of your position are completed in an orderly, timely and accessible manner.
- Demonstrate that your documentation is completed in an accurate, legally and ethically compliant standard, and is produced to an appropriate professional standard.

Learning:

Demonstrated knowledge and application of the capabilities required for this position including knowledge and understanding of appropriate equipment, legislation, policies and procedures.

- Show evidence of knowledge and understanding of BCHS Strategic Directions and the ability to link key strategic directions to individual and team work plans and individual self-development.
- Demonstrate initiative and enterprise skills that contribute to innovative outcomes.
- Display an appropriate level of awareness of the implications for BCHS of decisions and situations that involve you and others.

Position Performance:

Demonstrate achievement of negotiated performance indicators specific to your position.

- Meet key performance indicators as set out in the work plan and agreed upon in collaboration with the ORTicare Network Manager and Team Manager.
- Demonstrate positive outcomes for consumers of opiate replacement therapies.
- Maintain positive relationships with internal and external stakeholders.

Diversity and Culture:

BCHS treats all people with respect; values diverse perspectives; participates in diversity training opportunities and provides a supportive work environment.

Child Safety:

BCHS values children from all backgrounds and is committed to making our community a safe, nurturing and welcoming place for children to grow and develop. We are committed to making sure **ALL** children reach their individual potential.

Other Essential Requirements

Staff will:

- Complete a satisfactory Police Check **BEFORE** employment is confirmed, the Police Check will be initiated by BCHS at the expense of the staff member.

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- Complete the Disability Worker Exclusion Scheme Employment Screening Check **BEFORE** employment is confirmed.
- Sign the pre-existing Injury/Disease Declaration.
- Present a copy of your original professional qualifications document or registration (if required).
- Receive and comply with the BCHS Code of Conduct.
- Comply with BCHS' policies and procedures.
- Actively contribute to continuous quality and service delivery improvement through the organisation.
- Be proactive in risk identification, notification and management.

BCHS believes that “Quality is everyone’s business, safety is my responsibility”

Co-operate with and contribute to BCHS Health and Safety procedures and participate in appropriate safety information and education activities as required.

Other Information

- BCHS is an Equal Opportunity Employer.
- All BCHS sites are smoke free workplaces.
- BCHS is committed to employing people from diverse backgrounds and providing a workplace free from discrimination and harassment.
- BCHS has a commitment to environmental sustainability.

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Approved: Peter Richardson
Executive Director

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Agreed: North West Pharmacotherapy Liaison Worker