



POSITION DESCRIPTION

Medication Support Service Counsellor

This position description describes the scope and skills required of the Medication Support Service Counsellor at Link Health and Community (Link HC). The position description may be subject to periodical reviews.

POSITION: Medication Support Service Counsellor

REPORTS TO: Manager Health and Wellbeing Via Team Leader

LOCATION: Based at Link Health and Community-
Clinicians may be required to work across all Link Health and Community sites and the Eastern Region as required

ORGANISATIONAL CONTEXT:

Link Health and Community is a multi-sited community health service, providing a comprehensive range of health and community services primarily to residents of the City of Monash and surrounding communities.

Link HC is part of the Connect4Health consortium, a partnership of the three community health services in the Inner East with Carrington Health and Link Health and Community. Connect4Health, with AccessHC as the lead agency, established a co-ordinated response to alcohol and other drugs in 2016 and this work is supported by the Executive Director of AOD Services (Connect4Health).

Link HC is also part of the ECADS and EDAS consortia which provides State and Federal-funded AOD services to youth, adults and families in the Eastern Metropolitan Region.

The Alcohol and Other Drug Service at Link HC offers a number of specialist AOD services to the community, funded by the State and Federal Government. These include but not limited to:

- Specialist support and treatment for individuals and families affected by pharmaceutical misuse
- Centralised intake and assessment for the Inner Eastern Region (part of the Eastern Consortium of Alcohol and Drug Services – ECADS)
- Therapeutic counselling, non-residential withdrawal, care & recovery co-ordination and brief interventions for adult clients
- Youth AOD counselling and outreach for youth clients
- Forensic assessment and treatment services for youth and adults
- Family counselling and support for family/friends affected by someone else's substance use

- Specialist AOD treatment services for Veterans
- Peer support services for families and individuals
- Pharmacotherapy services with Link HC GPs

As an AOD service based in a community health centre, we are also able to link our clients with a range of free and low-cost health services, including GPs, nurses, allied health, child, youth and family services and also dental services.

The Link HC Vision is: Healthier people participating in their communities

- Underpinning principles in achieving this vision are that Link HC:
 - Recognises that the health of individuals and the community is influenced by social and environmental factors as well as individual's access to health services and plans and delivers our services accordingly
 - Recognises that client, community and staff engagement in all aspects of our activities is essential for effective governance
 - Strives to provide quality services, in a professional, timely manner, to clients from culturally and linguistically diverse backgrounds and to clients who are hearing impaired who use sign language as their primary mode of communication.
 - Link HC is committed to partnering with other organisations to offer integrated health and well-being services that are consistent with state-wide health needs and social priorities.

Link HC actively places the individual at the centre of their care so they can take part in their community. This is done by providing information and skills to help consumers make their own decisions and formulate their own goals; helping them to stay motivated, foster independence, health and wellbeing.

The Link HC Guiding Values are:

We **care** for our community and for the people who use our services

We **listen** to people who need our services and we advocate for our community

We provide **accessible**, innovative, and high quality services and programs

We **partner** with other organisations to ensure the development and delivery of better services

POSITION OBJECTIVE

Connect4Health has developed a new AOD service to address problematic pharmaceutical misuse in the community: the Medication Support Service. This program is a collaboration between Connect4Health Alcohol and Drug Services in partnership with Carrington Health and Access Health & Community (AccessHC), with AccessHC as the lead agency. The Medication Support Service will provide specialist assessment, therapeutic counselling, medical support and care co-ordination for individuals and families affected by pharmaceutical dependence and misuse. The new Medication Support Service team will include therapeutic counsellors, specialist nurses, peer support workers and

a project co-ordinator. The Medication Support Service Counsellor will sit in the broader Alcohol and Other Drug service at Link HC, supported by the Team Leader and Manager.

The principal objective of this position is that the **Medication Support Service Counsellor** will work within a recovery-orientated model which uses a strengths-based, client-centred and family inclusive approach to substance use. The clinician will use a dual diagnosis framework and 'no wrong door' approach in their assessment and treatment of people presenting to our service. Therapeutic interventions may include brief interventions, psychoeducation/overdose awareness, motivational interviewing, mindfulness, acceptance and commitment therapy (ACT), cognitive behavioural therapy (CBT), harm reduction and relapse prevention.

The main components of this role include:

- Providing clinical assessment and outpatient treatment services to individuals and families affected by pharmaceuticals (including prescription and over-the-counter medications), including those who have problems with other types of substances
- Facilitating referrals into the program via clinical intake and referral pathways with external agencies
- Conducting comprehensive clinical assessments, developing collaborative individual treatment plans and making referrals to support the client's goals around their pharmaceutical misuse
- Providing therapeutic counselling for individuals and families affected by pharmaceutical misuse using evidence-based treatments and a dual diagnosis framework
- Supporting clients to reduce the risk of overdose and other harms relating to pharmaceutical misuse

There may also be scope for the **Medication Support Service Counsellor** to work across other funded programs within the wider AOD and mental health services at Link HC (by negotiation and according to need).

Although the role will primarily be in the provision of therapeutic counselling, there is a small component of brief intervention, clinical intake and care co-ordination work in this position.

WHO ARE THE CLIENTS?

The **Medication Support Service Counsellor** will work with individuals and families affected by pharmaceutical misuse in the region, including those who also have problems with other substances (such as alcohol or illicit drugs). The Medication Support Service includes brief intervention, peer support, therapeutic counselling, family counselling, family single sessions and clinical nursing/withdrawal support services. In addition, all clients who present to the Alcohol and Other Drug service at Link HC are able to access a range of community-based health services at Link HC, including GPs, nursing, allied health, child, youth and family services and also dental services.

DUTIES AND RESPONSIBILITIES

The position holder will provide quality services in line with the program aims, funding guidelines and the vision and values of Link HC. The services provided include, but are not limited to:

1.0 Service Delivery

The position holder will support the provision of **Medication Support Service Counsellor**. These services will be in line with program aims, funding guidelines, service agreements, and the vision and values of Link HC.

Medication Support Service Delivery provided may include but will not be limited to: -

- Conduct high quality comprehensive and client-centred assessment (including risk assessment) of clients presenting to the Medication Support Service, using Department of Health and Human Services AOD assessment tools and other relevant assessment tools and outcome measures as appropriate
- Conduct screening for mental health and other co-occurring conditions where appropriate
- Participate in clinical intake and allocation processes including supporting intake/referrals for the Medication Support Service
- Develop collaborative treatment plans with clients and families based on a comprehensive assessment to support treatment goals and recovery
Facilitate and conduct referrals to other health, mental health, pain, AOD and welfare support services (including residential withdrawal, rehabilitation and supported accommodation)
- Provide therapeutic counselling using evidence-based approaches, such as Cognitive Behavioural Therapy (CBT), Acceptance and Commitment Therapy (ACT), motivational interviewing and mindfulness based therapies
- Where appropriate, provide treatment of mild-moderate mental health concerns (such as anxiety/depression) in conjunction with treatment of substance use problems
- Provide brief intervention and relapse prevention to clients as required
- Work within a collaborative care-team approach and participate in service coordination practices with other professionals, supporting the clients' journey through relevant treatment service
- Participate in case allocation, case review and discharge planning processes as required
- Provide secondary consultation, advice and recommendations to internal and external stakeholders where required

Documentation and administration

- Manage and meet individual performance targets as required for funding purposes
- Maintain high quality clinical case files and related data recording as per program requirements, including accurate and thorough documentation of clinical risk incidents
- Administer clinical review and outcome tools with clients at assessment, review and discharge
- Contribute to the planning, development, delivery and evaluation of the service model and program development where required
- Build on and maintain networks and referral pathways with relevant internal and external stakeholders (for example, General Practitioners, pain specialists, hospitals, mental health services and other AOD providers)
- Represent the service as required in a professional, courteous and empathic manner

Integration with Link Health & Community services

- Actively participate and contribute to Link HC service integration and mandatory training activities as requested by the Manager
- Participate in shared care plans in collaboration with internal services and external agencies as required
- Actively participate in individual and group clinical supervision with the Team Leader /Manager

2.0 Administration

- 2.1 Ensure up to date records according to quality standards and contribute to ensuring safe custody and confidentiality of all records whether in hard copy or electronic format.
- 2.2 Prepare and maintain appropriate statistical data, reports and analysis activities as required
- 2.3 Supervise students and volunteers as required, or as appropriate
- 2.4 Communicate with Health and Wellbeing Manager in respect to role responsibilities and professional expertise in order to assist with program development
- 2.5 Work collaboratively with service providers in Link HC teams and in the broader service system to ensure that Link HC provides integrated services
- 2.6 Participate in identifying professional development and training needs and attend professional development activities as required

3.0 Health Promotion

- 3.1 Contribute to Link Health and Community health promotion activities and participate if required in developing relevant programs and projects in line with Link HC's Health Promotion Plan.
- 3.2 Work collaboratively with other disciplines in developing a comprehensive multi-disciplinary health promotion approach to the local community as required.

4.0 Quality Improvement and Professional Development

- 4.1 Support the organisational culture, which promotes continuous service improvement and innovation.
- 4.2 Contribute to the QIP Accreditation Process, including identifying, developing, implementing and evaluating quality improvement activities.
- 4.3 Participate in identifying professional development and training needs and attend professional development activities as required.
- 4.4 Assist the Human Resources Manager in developing policies and procedures for Link HC human resources practice as appropriate.

5.0 Occupational Health & Safety (OHS)

- 5.1 Actively support a range of activities in accordance with Occupational Health & Safety legislation obligations and in line with the Link HC Risk Management Program.
- 5.2 Support and participate in the Link HC OH&S Risk Management Plan and implement the plan (where appropriate) at discipline/organisation level.
- 5.3 Assist in maintaining a safe work environment by reporting incidents of unsafe work practices, sites/areas or equipment.
- 5.4 Report injuries in the Site Register.

5.5 In the event of a workplace injury occurring, cooperate fully with the nominated Return to Work Coordinator, treating medical practitioners and health professionals to facilitate an early return to work and access to an appropriate rehabilitation program.

6.0 Equal Employment Opportunity.

6.1 The position holder is required to observe and practice the principles and obligations of Equal Employment Opportunity, which include:

- A workplace which is free from harassment;
- Ensuring that activities and practices prevent and eliminate unlawful discrimination
- Promote merit and equity in the workplace.

6.2 Will contribute to the successful management of diversity in the workplace.

6.3 Will, if and when required, co-operate with any relevant enquiry into complaints and attend supervision and performance management meetings.

7.0 Community Engagement and Consumer Participation

Link HC values collaboration with consumers and community members to improve the way our services are developed, planned and delivered. We are committed to community engagement and consumer participation and as such support ways in which the community's health can be optimized and its strengths are recognized and built upon by encouraging all staff to:

- Support and contribute to the goals and objectives of the Community Engagement and Consumer Participation Policy.
- Actively participate in recruiting consumers, carers, and the community to participate in all aspects of the organization.
- Promote awareness that Link HC encourages consumer, carer, and community participation at all levels of the organisation.
- Work collaboratively with other staff, the community and consumers to plan, implement and evaluate services, projects and programs

8.0 Organisation Policies & Procedures

8.1 Maintain currency of knowledge and practice with Link HC specific Regulations, Policies and Procedures as applicable to the position and as amended from time to time.

9.0 Code of Conduct

9.1 The Link HC Code of Conduct provides a framework of expected behaviours with the view to ensuring that Link HC is a safe work environment with the expectation that all dealings are conducted with integrity and respect at all times. All employees are expected to understand and abide by the Code of Conduct.

REPORTING RELATIONSHIPS

This position is accountable to the Health and Wellbeing Manager

Performance Review:

Criteria:

Participation in regular performance appraisal based on a documented individual performance plan with stated performance indicators including output targets is expected. The performance plan and outputs will be negotiated in accordance with a regular cycle of review.

QUALIFICATIONS AND EXPERIENCE REQUIRED

Essential

- Minimum Standards qualification in alcohol and other drugs (such as a Cert IV or Graduate Diploma in AOD), or a minimum of 3 years' demonstrated experience working in the AOD sector
- Recognised tertiary qualifications in psychology, social work, mental health nursing, counselling or related field, with demonstrated skills, training and experience in therapeutic counselling interventions.
- Demonstrated understanding of AOD and dual diagnosis treatment principles.

- Skills and experience in a range of AOD interventions relating to the misuse of pharmaceuticals and other substances (including assessment, brief intervention, risk assessment and management, family support, therapeutic counselling and case management/care coordination)
- Demonstrated understanding of pharmaceutical overdose, including clinical risk assessment and management, overdose awareness, pharmacotherapy treatment options and harm reduction principles.
- Demonstrated service co-ordination practices with internal and external service providers (including primary health/medical sector) and the ability to provide holistic care for clients presenting with a broad range of substance use and psychosocial needs.
- Demonstrated skill and experience in clinical risk assessment and management
- The ability to maintain high level clinical assessment documents, client records, reports and case notes
- Well-developed interpersonal and communication skills and the ability to work both autonomously and as part of a team
- The ability to work respectfully and creatively with diverse populations, including Indigenous Australians, CALD communities and the LGBTIQ community.
- Specific experience delivering family-focussed interventions (such as family single sessions or family counselling) and/or group programs
- Current Victorian drivers licence
- Current Working with Children's Check
- Current Police Check
- Eligible for membership with relevant professional association

Desirable

- Sound knowledge of community health principles and a commitment to providing holistic integrated care
- Ability to speak a relevant community language
- Knowledge of and ability to use TrakCare client record/reporting system
- Competency in suite of computer skills
- Understanding of principles of confidentiality, and rights and responsibilities of consumers/clients within a community health context as part of the Privacy Act
- Eligible for a Medicare Provider Number

KEY RESULT AREAS

- KRA 1** Meet organisational and funding targets.
- KRA 2** All client documentation completed in accordance with the Client Health Records policy and to meet legislative requirement
- KRA 3** Statistics are accurate and completed in TrakCare within agreed timeframes as per Link HC policies
- KRA 4** Develop a culture of continuous quality improvement in line with accreditation
- KRA 5** Work proactively with the various disciplines within Link HC and in the Community Health setting
- KRA 6** Demonstrated commitment to ongoing professional development & education
- KRA 7** Contribute to quality improvement in line with accreditation standards

SERVICE VALUES

The values of Link HC will be demonstrated by:

Caring for our community and for the people who use our services

Listening to people who need our services and who we advocate for our community

Providing **accessible**, innovative, and high quality services and programs

Partnering with other organisations to ensure the development and delivery of better services.

Approved:

“Alison Webb”
Health and Wellbeing Manager
Link Health and Community

I acknowledge and agree that the above position description is an accurate reflection of the Medication Support Service Counsellor

Signed:
Employee

Name:

Date: