



Position Description

Position Title:	Program Coordinator (AOD)
Position Classification:	Health Professionals and Community Services Level 6
Direct Reports:	Counsellor (AOD), Case Workers (AOD), Community Support Workers (AOD)
Reports To:	General Business Manager

PROGRAM / ROLE DESCRIPTION

The Program Coordinator role is responsible for the operational delivery, monitoring, and reporting of the program in accordance with the Project funding agreement. The Coordinator is accountable for the daily supervision of the service team in accordance with policies, procedures, standards, contracts and legislation. In addition to this the coordinator, in conjunction with their senior manager is required to work collaboratively with key stakeholders, including the NT Alcohol and Other Drugs Workforce Support Unit and the Kalano Alcohol Rehabilitation Centre to ensure a coordinated and integrated approach to the management of AOD in the community.

KEY AREAS OF RESPONSIBILITY

Service Delivery

- Coordinate the delivery of the three components of the Wurli AOD service:-
 - Treatment and counselling of clients with substance use issues (case managed) via other services / programs and services delivered to walk-in clients as identified / needed.
 - Intervention in community and family situations at risk of violence associated with excessive alcohol consumption, on an as needs basis
 - The promotion of safe drinking and alternative health living activities in community.
- Coordinate and monitor the service delivery and review and modify as necessary (in consultation with senior management) to ensure the service provides for:-
 - Appropriate age, gender and culturally appropriate protocols in relation to client care
 - A model of care that adheres to clinical standard and is underpinned by mental health evidence based appropriate therapies
 - Evidence based initiatives that address drug and alcohol issues, consistent with the principles of harm minimisation

- A strong focus on the cultural and spiritual dimension required to facilitate healing processes for clients
 - Supports the life skills capability building
 - Undertakes measures to ensure access to the service is maximised for indigenous people from within a 40 km radius of Wurli
- Ensure the service team deliver an action based and integrated service response to referred and walk in clients.
 - Ensure an intake assessment is undertaken prior to a client being accepted into the program.
 - Coordination of the service teams operational delivery of the project to ensure it is in line with Wurli policies, procedures, standards, legislation and project funding agreement
 - Ensure the AOD service team are providing appropriate and intensive case management and support services in accordance with the Wurli and project specifications
 - Conduct regular case management meetings (once per week) to assess the broad progress of all clients
 - Ensure client services and activities (individual and group) are culturally safe, strengths based, solution focused with a focus on engagement, respectful relationships, practical outcomes and connectedness with community.

Program Development, Networking and Liaison

- Promote services, raise awareness of issues facing the target group and work in collaboration with other Wurli services and external agencies to achieve project goals.
- Maintain a network of relevant government, community and business contacts in order to leverage support for the target group.
- Participate in the regular monitoring and evaluation of the program and attendance and participation in Wurli weekly intake meetings.

Team Support

- Lead and supervise the service team to work effectively and deliver within the program requirements.
- Supervision of the programs human resources in accordance with Wurli policies and procedures and the delegations framework of Wurli, including but not limited to: - leave approval, hours of work, payroll authorisation, absence, under performance etc.
- Provide assistance with recruitment, selection and induction of staff.
- Supervision and performance management of the client service team.
- Implement a program of training and professional development for staff.
- Ensure staff participate in an annual performance appraisal and develop an individual annual professional development / training plan and work plan.

Administration and Reporting

- Ensure quality service delivery is maintained through continuous improvement activities including case reviews, staff meetings, planning forums, service reviews and the integration of client feedback.
- Ensure client files, data collection systems and service documentation are up to date; produce quality internal and external client and service reports as required.
- Complete all associated administrative functions such as, finance, HR, risk assessment and asset management procedures in a timely fashion in accordance with Wurli procedures and standards.
- Complete all reporting requirements to standard as required and within the required time frames.
- Assist in the preparation of program reports and submission.

Workplace Health and Safety

- Ensure your personal health and safety, and that of others in the workplace.
- Comply with any reasonable directions (such as safe work procedures, wearing personal protective equipment) given by management for health and safety.
- Promote and deliver in accordance with Wurli's risk management framework.
- Report all accidents, incidents, near misses and hazards immediately.
- Respond in line with risk management, incident management, reporting and escalation requirements in times of a crisis, emergency or following a complaint.
- Actively contributes to the Risk Mitigation strategies at Wurli and undertakes risk assessments across the program area as required.

Corporate Identity

- Drive and lead the service culture in line with Wurli vision and values.
 - Act as a role model for staff and clients
 - Maintain professional networks that allow for good service delivery and continuity of care for patients
 - Act in accordance with Wurli's Code of Conduct
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POSITION REQUIREMENTS

Qualifications / Prerequisites:

- Diploma in Community Sector Management or equivalent / Diploma in Counselling or Social Services
- National Police Records Check and Working with Children's Clearance
- Current Northern Territory Driver's License

Acknowledgement

I have read and understand the requirements of the role; responsibilities and accountabilities as outlined within this Position Description.

Employee name: _____

Signature: _____

Date: _____