

**NGWALA WILLUMBONG ABORIGINAL CORPORATION
POSITION DESCRIPTION**



POSITION TITLE	Clinical Services Unit Coordinator
SERVICE/BUSINESS AREA	Clinical Services Unit (CSU)
APPLICABLE AWARD	Social, Community, Home Care and Disability Services Industry Award 2010
LOCATION	This position is based at 10 Mitchell Street, St Kilda 3182. However, all Ngwala employees may be required to work at, or across, other sites from time to time.
ACCOUNTABLE & REPORTS TO	Chief Operating Officer
EMPLOYMENT STATUS:	Full Time - Ongoing subject to funding availability 6 months Probationary Period

* Note: The term 'Aboriginal' refers to both Aboriginal and Torres Strait Islander people and communities.

SCOPE OF POSITION
<p>The Clinical Services Unit (CSU) is responsible for clinical assessment, intake processes and monitoring of all Ngwala Residential Rehabilitation referrals.</p> <p>The CSU Coordinator, working in collaboration with the Residential Rehabilitation Managers, determines the suitability of all forensic and voluntary clients to attend the Residential Rehabilitation program and document their individual goals and needs.</p> <p>Managing a team of 3 staff (2 Access Workers and a Data Analyst), the CSU Coordinator takes a team approach to undertake comprehensive assessments of potential clients, manage intake processes to balance the client needs with available services to enable people affected by alcohol and other drug (AOD) misuse to access Ngwala's Residential Rehabilitation Centre's (RRC).</p>

KEY RESPONSIBILITIES
<p>Clinical Services Unit</p> <ul style="list-style-type: none"> • Establish, monitor and maintain appropriate systems for client intake and assessment, case planning and exit and re-entry in collaboration with Residential Rehabilitation management and staff. • Coordinate all aspects of the client intake and assessment process by: <ul style="list-style-type: none"> ○ Undertaking a comprehensive assessment and screening of all referred clients. ○ Ensure adequate referral information is received, following up with referrer when required. • Oversee the preparation and maintenance of client files • Maintain relationships with mainstream and other agencies, actively promoting RRC service access and development. • Deliver regular reporting as required throughout the organisation of relevant CSU statistics, assessments, intakes, audits and others as required. • Research and provide clinical information and resources to case managers and specialists. • Consults potential clients on the case management process and expectations of the RR program. • Promptly respond to general enquiries and referrals of clients <p>Team Management</p> <p>Manage staff to ensure the effective, quality and safe delivery of services to clients:</p> <ul style="list-style-type: none"> • Develop and promote a cohesive team

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- Monitor and approve leave
- Build capacity of staff where required
- Ensure standards are appropriately maintained

Referrals

Implement the intake process in a timely manner, following all necessary steps for a supportive and client centered approach, suggesting improvements to systems as required.

- Respond to all intake referrals promptly, completing initial client intake assessment for each client.
- Undertake comprehensive screening of all clients
- Refer to alternative services/agencies for detox services as appropriate, providing advice on treatment options.
- Determine eligibility for access to Residential Rehabilitation Centre's

Data Management/Client Records

- Maintain a high standard of professionalism including client confidentiality
- Maintain accurate and up to date client records as required for quality accreditation and funding body requirements
- Conduct and report on client feedback as required.
- Maintain data records of referrals and clinical intake assessments.
- Review data for deficiencies or errors, correct any incompatibilities if possible and check input quarterly
- Maintain concise, clear and accurate records, including but not limited to
 - Entry and exit dates
 - Substance misuse history
 - Other reports as relevant (e.g. court orders)

General Duties

- Be available to take up additional responsibility as directed by the CEO or COO (as relevant)
- Attend meetings as required
- Understand and follow Ngwala policies and procedures
- Participate in performance appraisal

General Education and Training

- Participate in continuous quality improvement (CQI) evaluation
- Participate in ongoing professional development and training as required

Health & Safety

- Work in a healthy and safe manner and encourage others to do the same.
- Be aware of and adhere to OH&S and Health & Wellbeing policies and procedures
- Report all incidents or injuries to the relevant OH&S Representative or Manager

Teamwork and Agency Representation

- Maintain team boundaries and confidentiality in a professional manner
- Interact collaboratively within the team and actively participate in team meetings
- Represent, promote and/or deliver the program in a professional manner
- Appropriately grooming and dressing according to Ngwala policy
- Share expertise and experience with other team members.

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ESSENTIAL REQUIREMENTS

- A tertiary qualification relevant to clinical assessment work eg. psychology, AOD, allied health, mental health social worker
- Current Victorian Driver's License
- National Police Certificate
- Current Victorian Working With Children's Check
- Understanding of and commitment to the Aboriginal community.
- Computer literacy skills including Microsoft Office suite, and client management systems

KEY SELECTION CRITERIA

- A demonstrated understanding of the issues associated with AOD and their effects on the Aboriginal Community
- Demonstrated skills in case management and the intake processes
- Experienced at undertaking comprehensive clinical assessments
- Excellent communication and interpersonal skills with the ability to supportively conduct difficult conversations
- Demonstrated experience managing staff
- Excellent organisational abilities with the ability manage competing priorities
- Strong analytical and data analysis abilities
- Demonstrated ability to work effectively as part of a multi skilled team
- Understanding the different treatment and management approaches of Dual Diagnosis clients.
- Able to develop positive relationships with clients, referrers, agencies and internal staff.

OTHER RELEVANT INFORMATION

- Remuneration will be in accordance with industry standards
- Successful applicants will need to disclose any pre-existing illness or injury which could be affected by the **described work duties**. Under sections 41(2) and 39(4) of the *Workplace Injury, Rehabilitation and Compensation Act 2013* (Vic), failure to disclose a pre-existing illness or injury could negatively affect any future injury claim for compensation.
- All employees are required to adhere to the policies and practices of Ngwala.
- This position description reflects the initial expectation of the role and is subject to changes to support organisational goals, priorities and activities.

POSITION INCUMBENT

I have read and understood this position description. I will perform the duties outlined in this position description to the best of my ability.

Signature: _____

Print name: _____

Date: ____/____/____

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NGWALA WILLUMBONG ABORIGINAL CORPORATION POSITION DESCRIPTION



This position description has been approved by:
Human Resources Manager

Signature: _____

Print name: _____

Date: ____/____/____

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