

ACT Health Drug & Alcohol Court Services Expansion and Recruitment

Dear Member,

Attached is correspondence the HSU has received from ACT Health regarding proposed expansion & recruitment in Drug & Alcohol Court Services.

Member feedback requested

The HSU industrial team is currently reviewing the potential impacts of the proposed change upon affected employees. We are now seeking feedback, views and comments from our members.

Please review the attached documentation and provide comment and feedback by 13 August 2019. You can submit it by email to justine.amin@hsu.asn.au with subject line *ACT Drug & Alcohol Court Services*.

Not a member of the HSU? Now is time to join and have your say! You can join online at www.hsu.asn.au/join or call 1300 HSU NSW and join over the phone.

A union's effectiveness and negotiation power depends upon the strength and density of its membership base. Join your work colleagues today by becoming a member of the Health Services Union and help us continue to protect and improve your working life.

In unity,



Gerard Hayes
Secretary, HSU NSW/ACT/QLD

Gerard Hayes
Health Services Union
secretary@hsu.asn.au

Dear Mr Hayes

Drug & Alcohol Court Services expansion and recruitment

In accordance with the relevant consultations provisions of the relevant enterprise agreements in Canberra Health Services (CHS), where there are proposals by the ACT Public Service to introduce change in work practice or work organisation within a Directorate the head of service will consult with the affected employees and relevant unions.

What is the proposed change?

The new Drug and Alcohol Court (DAC), located within the court precinct of Canberra requires as part of the expansion the role of the Alcohol and Drug Services (ADS) Police Court Drug Diversion Administrative Service Officer 6 (ASO6) roles to provide services across multiple sites. This will result in the need for an increase in ASO6 positions within our Division to meet the community needs and services of the DAC.

The expanded services and changes proposed to services will require the recruitment of more ASO6 clinicians, so with that in mind we are proposing that all ASO6 clinicians currently conducting this service across CHS sites and those newly recruited positions, will work in the DAC and will have the ability to rotate between all locations that these services are currently provided.

The change will also enable the rotation of ASO6's who will have the ability to work at different sites to include the court precinct as part of the new Drug and Alcohol Court. Further expansion of the Alcohol and Drug Services to other sites, Community Health Centres and other community locations is a key component to improving access for clients to critical services in the community.

A copy of the current and proposed duty statement for recruitment and proposed services that sites will be provided from is attached ([attachment A](#)) and the proposed rotation schedule will be developed and consulted with staff.

The following is an outline of the proposed changes:

- Recruitment of more ASO6 clinicians
- Rotations to be enabled for ASO6 clinicians across all sites for ADS staff
- Provision of expanded service locations for all clients with substance use disorders
- Rotation schedules to be developed and reviewed in 12 months.

What are the benefits?

The new rotation schedule (to be developed) and recruitment of ASO6 clinicians to enable the expansion of services across the Drug and Alcohol Court and associated services in the community has been considered imperative to decrease the risk of burnout, provide employees with professional development opportunities whilst enabling a flexible, agile workforce response to community needs.

Next steps?

To allow staff and unions a genuine opportunity to contribute to and influence the decision-making process prior to any changes being formalised, the consultation period for the proposed organisational structure will be 14 days commencing from Monday 5 August 2019. Furthermore, meetings with affected staff will be held to discuss the proposed changes and allow staff to ask any questions and contribute further to the decision-making process.

If you have any further questions regarding the proposed changes, please contact Jill Hughes, Operational Director, Drug and Alcohol Services by phone (02) 5124 5217 or by email jill.hughes@act.gov.au.

Yours sincerely



Karen Grace
Executive Director
Mental Health, Justice Health
and Alcohol & Drug Services
Canberra Health Services

2 August 2019

CC: Jill Hughes, Operational Director, Alcohol & Drug Services

Drug and Alcohol Court, Alcohol and Drug Services - Mental Health, Justice Health and Alcohol and Drug Services – Canberra Health Services

Classification: Administrative Services Officer 6

Position No: P

Directorate: ACT Health

Approved Duty Statement Date: August 2019

Initials:

About us:

Canberra Health Services (CHS) is focussed on the delivery of high quality, effective, person centred care. It provides acute, sub-acute, primary and community-based health services, to the Australian Capital Territory (ACT)—a catchment of approximately 400, 000 people. It also services the surrounding Southern New South Wales region which includes the Bega Valley, Bombala, Cooma-Monaro, Eurobodalla, Goulburn, Mulwaree, Palerang, Queanbeyan, Snowy River, Upper Lachlan Shire and the Yass Valley.

CHS administers a range publicly funded health facilities, programs and services including but not limited to:

- **The Canberra Hospital:** a modern 600-bed tertiary hospital providing trauma services and most major medical and surgical sub-specialty services.
- **University of Canberra Hospital Specialist Centre for Rehabilitation, Recovery and Research:** a dedicated and purpose-built rehabilitation facility, with 140 inpatient beds, 75-day places and additional outpatient services.
- **Three Walk-in Centres:** which provide free treatment for minor illness and injury.
- **Six community health centres:** providing a range of general and specialist health services to people of all ages.
- A range of **community based health services** including early childhood services, youth and women's health, dental health, mental health and alcohol and drug services.

Mental Health, Justice Health and Alcohol & Drug Services (MHJHADS) provide health services directly and through partnerships with community organisations. The services provided range from prevention and treatment to recovery, maintenance of wellbeing and harm minimisation. The participation of people accessing our services, their families and carers is encouraged in all aspects of service planning and delivery. The Division works in partnership with a range of government and non-government service providers to ensure the best possible outcomes for clients.

The Division delivers services at a number of locations, including hospital inpatient and outpatient settings, community health centres, detention centres, other community settings including peoples home. These services include:

- Adult Acute Mental Health Services
- Adult Community Mental Health Services
- Alcohol & Drug Services
- Child & Adolescent Mental Health Services (CAMHS)
- Justice Health Services, and
- Rehabilitation and Specialty Mental Health Services

Overview of the work area and position:

The Alcohol and Drug Services (ADS) is a part of the division of Mental Health, Justice Health and Alcohol & Drug Services (MHJHADS), which is contemporary, evidence, based service providing high quality alcohol and other drug services that are guided by the principles of harm minimisation. The ADS provides a range of specialist services for people affected by alcohol and other drug use incorporating 6 areas including:

- Opioid Treatment Services
- Medical Services,
- Consultation and Liaison Service,
- 10 bed Inpatient Withdrawal Service
- Police and Court Drug Diversion Service
- Counselling and Treatment Services

The ADS Drug and Alcohol Court (DAC) are seeking health professionals to work with clients referred by the DAC for assessment, case management and referral to treatment to address alcohol and drug use and associated issues. It will involve liaison with services within the Alcohol and other Drug (AOD) Sector, justice services and other stakeholders as required.

Successful applicants require recent clinical experience, knowledge of the AOD sector and issues impacting on this client group, excellent communication skills and ability to work as part of a multidisciplinary team. Experience in or working understanding of the ACT Judicial system is highly desirable.

Duties:

1. Conduct alcohol and other drugs assessments of client need and status using standardized screening tools, discussion with clients and relevant information received within a Health environment.
2. Determine appropriate actions, negotiate and develop care plans, implement treatment plans, monitor treatment progress, and report to relevant authorities including law enforcement agencies.
3. Apply strategies which reflect the central philosophies of the Alcohol and Drug Service (ADS), Best Practice in the AOD sector and Harm Minimisation principles. These strategies will include motivational interviewing and brief interventions.
4. Liaise extensively with clients, their families, Court officials, AFP, Legal professionals, Alcohol and Other Drug Treatment Agencies and other stakeholders.
5. Apply a range of community education and development activities in the delivery of health promotion and education activities that specifically address Alcohol and Other Drug (AOD) issues.
6. Participate in the support and education of other staff and students.

7. Participate in the organisation as appropriate and the implementation of clinical governance activity, quality improvement projects, research programs and health promotion in areas relevant to service.
8. Undertaking other duties appropriate to this level of classification which contribute to the operation of the section with the delivery of high quality person and family centred, safe and high quality patient care.

Note: This position(s) maybe required to work across multiple sites, participate in an overtime, on call and/or rotation roster. This duty statement outlines a range of possible duties that staff are expected to perform at this level. The emphasis placed on each duty will vary according to the requirements of each position.

Personal Attributes:

To be successful in this position, it is expected that the successful candidate will have the following attributes:

- You will have a demonstrated track record of working in a multi-disciplined team environment.
- Supporting and contributing to a healthy workplace that embraces diversity.
- Encouraged to participate in collaborative teamwork.
- Comply with all the applicable regulatory and legislative requirements set out for such a role.

Qualifications and experience:

- Certificate IV in Alcohol and Other Drug Studies; or a tertiary Qualification with 4 Core competencies in AOD studies or working towards this achievement required.
- Previous experience working in AOD services highly desirable.

Desirable:

- Current driver's license.

Please note prior to commencement successful candidates will be required to:

- Be registered under the Working for Vulnerable People Act.
- Undergo a pre-employment Police check.
- Comply with ACT Health occupational screening requirements related to immunisation.

Selection Criteria

When considering applicants, Selection Advisory Panels will seek evidence of performance against each of the criteria. Selection panels may use a range of methods to identify work outcomes, capabilities and behaviours that demonstrate high performance. It is therefore in the interests of candidates to present their application in a way that demonstrates significant outcomes associated with each of the criteria, as well as the capabilities and behaviours that underpin them.

(Please note that it is not necessary to address the capabilities and behaviours individually).

1. Proven experience in the provision of complex alcohol and other drug assessment and treatment services within a multidisciplinary context.
2. Ability to exercise independent professional judgement in solving problems and managing complex telephone and face to face clinical presentations.
3. Demonstrated knowledge/experience of working within a quality improvement framework to deliver evidence based best practice.
4. Understanding of services and policy direction in the alcohol and other drug sector particularly the ACT Alcohol, tobacco and other Drug Strategy, 2017-2026.
5. Demonstrated commitment to organisational requirements such as supervision, continuing professional development and performance management including maintaining client confidentiality, keeping appropriate client records manually and on computerised systems.
6. Demonstrates a commitment to work, health and safety (WH&S) and the positive patient experience and displays behaviour consistent with ACT Health's values of Care, Excellence, Collaboration and Integrity.

Performance Expectations: ASO 6

The **Performance Expectations** outlines the capability needs of employees to enable them to achieve organisational outcomes in an increasingly complex and changing environment. The performance expectations guide consistent performance at each classification, regardless of the nature of an employees work. The Performance Expectations do not replace, but are aligned to the **ACTPS Work Level Standards (WLS)**.

Creates Solutions	Demonstrates Agility	Communicates Effectively	Leads with Commitment	Collaborates with Purpose	Accountable for Quality Outcomes
<ul style="list-style-type: none"> Generates innovative solutions to problems, producing a range of options for consideration. Makes recommendations based on rigorous analysis and investigation. Understands organisational strategy as it relates to team <i>and the Directorates</i> goals. Identifies more efficient ways of working, sharing ideas appropriately. Gathers and critically analyses information from diverse sources to explore ideas and complete tasks. 	<ul style="list-style-type: none"> Embraces new challenges, applying skills confidently in a range of situations. Recognises when team priorities have shifted, and adjusts behaviour to suit the new goals. Demonstrates a flexible approach to work, displaying willingness to explore opportunities as they arise. Maintains control of emotions, behaving professionally in difficult situations. Remains engaged and productive during challenging times. Supports colleagues by remaining focused and constructive during periods of uncertainty. 	<ul style="list-style-type: none"> Creates opportunities for others to be heard, monitoring verbal and non-verbal cues. <i>Identifies key stakeholders</i> and tailors communication to meet their needs. Produces <i>high quality</i>, well-structured documents that are fit for <i>purpose and require minimal editing</i>. <i>Selects</i> and uses communication channels appropriately and effectively. Clearly explains <i>complex concepts</i>, ideas and <i>arguments</i> to a range of audiences. Enters discussions <i>and negotiations</i> with a clear view of the desired outcome(s). Influences others by presenting a clear and credible rationale, <i>and persuasive counter-arguments</i>. Listens carefully to the views of others, checking understanding by asking relevant questions and reflecting back key messages 	<ul style="list-style-type: none"> Builds corporate knowledge and expertise by guiding, coaching and mentoring others where appropriate. Accountable for seeing projects and work tasks through to completion <i>as well as for assisting others in own work area</i>. Understands and acknowledges own expertise and its limits, seeking advice and assistance when required. Self-evaluates own performance, benchmarking against feedback from supervisor and relevant others. Understands own strengths and development needs, seeking opportunities for personal development and addressing performance shortfalls appropriately. Acknowledges and recognises the contributions of others. Upholds the ACTPS Values, Code of Conduct and Employment Principles. 	<ul style="list-style-type: none"> Recognises the value of diverse experience, education and backgrounds, seeking input and guidance from others. Displays sound judgement in <i>responding effectively</i> to stakeholder needs. Develops internal <i>and external relationships that build awareness and understanding of other parts of the business</i>. Understands and <i>acts to overcome</i> the barriers to collaboration and produces a range of solutions. Collaborates effectively within team and with other work areas as required. 	<ul style="list-style-type: none"> Contributes to planning and resource allocation to ensure achievement of objectives. Demonstrates awareness of risk <i>and sound judgement</i>, escalating issues appropriately. Monitors the quality of own outputs and adheres to relevant performance standards. Manages own time effectively to accomplish tasks, monitoring task completion against milestones. Effectively prioritises own work in line with team and departmental objectives.

Demands Checklist

Physical Demands

Frequency

Sitting - remaining in a seated position to perform tasks	Frequent
Standing - remaining standing without moving about to perform tasks	Occasional
Walking - Floor type: even / uneven / slippery, indoors / outdoors, slopes	Frequent
Running – Floor type: even / uneven / slippery, indoors / outdoors, slopes	Occasional
Bend/Lean Forward from Waist - Forward bending from the waist to perform tasks	Occasional
Trunk Twisting - Turning from the waist while sitting or standing to perform tasks	Occasional
Kneeling - remaining in a kneeling posture to perform tasks	Occasional
Squatting / Crouching - Adopting a squatting or crouching posture to perform tasks	Occasional
Leg / Foot Movement - Use of leg and / or foot to operate machinery	Occasional
Climbing (stairs/ladders) - Ascend / descend stairs, ladders, steps	Occasional
Lifting / Carrying - Light lifting & carrying: 0 - 9 kg	Occasional
Lifting / Carrying - Moderate lifting & carrying: 10 - 15 kg	Not applicable
Lifting / Carrying - Heavy lifting & carrying: 16kg & above	Not applicable
Reaching - Arms fully extended forward or raised above shoulder	Occasional
Pushing / Pulling / Restraining - Using force to hold / restrain or move objects toward or away from the body	Occasional
Head / Neck Postures - Holding head in a position other than neutral (facing forward)	Frequent
Hand & Arm Movements - Repetitive movements of hands and arms	Frequent
Grasping / Fine Manipulation - Gripping, holding, clasping with fingers or hands	Occasional
Driving - Operating any motor powered vehicle	Occasional

Sensory Demands

Frequency

Sight - Use of sight is an integral part of work performance e.g. Viewing of X-Rays, computer screens	Frequent
Smell - Use of smell is an integral part of work performance e.g. Working with chemicals	Infrequent
Touch - Use of touch is an integral part of work performance	Occasional

Psychosocial Demands

Frequency

Distressed People - e.g. Emergency or grief situations	Frequent
Aggressive & Uncooperative People - e.g. drug / alcohol, dementia, mental illness	Frequent
Unpredictable People - e.g. Dementia, mental illness, head injuries	Frequent
Restraining - involvement in physical containment of clients/consumers	Not Applicable
Exposure to Distressing Situations - e.g. Child abuse, viewing dead / mutilated bodies; verbal abuse; domestic violence; suicide	Frequent

Environment Demands

Frequency

Gases - Working with explosive or flammable gases requiring precautionary measures	Infrequent
Liquids - Working with corrosive, toxic or poisonous liquids or chemicals requiring PPE	Infrequent
Hazardous substances - e.g. Dry chemicals, glues	Infrequent
Noise - Environmental / background noise necessitates people raise their voice to be heard	Infrequent
Sunlight - Risk of sunburn exists from spending more than 10 minutes per day in sunlight	Infrequent
Confined Spaces - areas where only one egress (escape route) exists	Infrequent
Slippery or Uneven Surfaces - Greasy or wet floor surfaces, ramps, uneven ground	Infrequent
Inadequate Housekeeping - Obstructions to walkways and work areas cause trips and falls	Infrequent
Biological Hazards - e.g. exposure to body fluids, bacteria, infectious diseases	Infrequent