

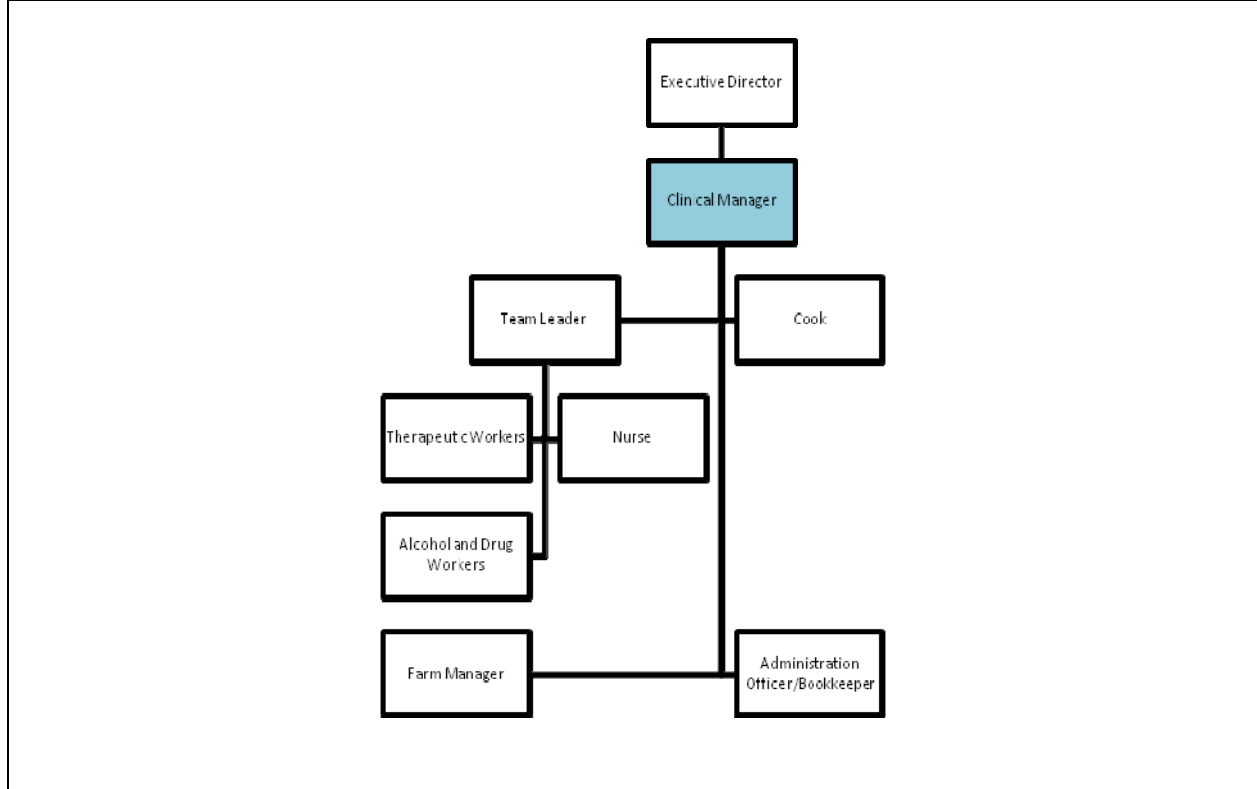


POSITION DESCRIPTION		
Position Title: Clinical Manager		
<b>Division:</b> Mareeba	<b>Location:</b> Mareeba	<b>Employment Status:</b> Full-time
<b>Reporting To:</b> Executive Director <b>Direct Reports:</b> TBC <b>In-direct Reports:</b> TBC	<b>Award:</b> Social, Community, Home Care & Disability Services Industry Award 2010 <b>Award Level:</b> Above award	<b>Last Updated:</b> 6 January 2012 <b>ED Approved:</b> 6 January 2012

**Purpose**

The role of the Clinical Manager is to manage the operations of the Mareeba Facility, in accordance with the organisation objectives and programs policy and procedures, to ensure the effective and efficient delivery of the programs services. Additionally this role advocates and markets the services provided by the Mareeba Facility. The role manages a number of staff (both clinical and non-clinical) employed by the Program.

**Where this role sits**



**About Q-DAC**

The Qld Drug & Alcohol Council is the trading entity for the Cairns ATSI Drug & Alcohol Residential Rehabilitation Project, and is auspiced by the Gold Coast Drug Council Inc. (GCDC)

The Gold Coast Drug Council Inc. (GCDC) had its beginnings as a voluntary organisation known as the Drug Referral Centre. It was established in 1971 as the first alcohol and drug service on the Gold Coast. In 1981

land was granted by the Gold Coast City Council at 191 West Burleigh Road to establish a centre for education, prevention, assessment, referral and detoxification – this was called Mirikai (or “place of peace”).

In the 1980’s the GCDC focused on developing professional standards for treatment and education and in 1987 adopted a Therapeutic Community approach to treatment services for young people. The GCDC was also the first residential rehabilitation centre in Australia to become accredited under the Quality Improvement Council in 2001.

Over the years the organisation has developed a range of community services which assist young people and their families. These services include residential services and a wide range of out-client services supported by both state and federal funding.

Recently, the GCDC has developed an integrated model of specialist treatment to address the complex requirements of those clients who have coexisting mental health and substance abuse needs, and is becoming one of the leading agencies in Southeast Queensland to provide these services.

This position is funded through the Mareeba Program and is subject to its ongoing tenure. The incumbent in this position will provide services to support this program.

The duties and responsibilities of employment are governed by the QDAC’s policies and procedures and those others that exist within the Group. Policies, procedures and Program Service Agreements and manuals are to be read in conjunction with the employment contract and position description.

### About the Program

The Mareeba facility will operate as a Therapeutic Community and provides residential rehabilitation to Aboriginal & Torres Strait Islander Men & Women, aged 18 years and over, whose lives are afflicted by the misuse of Alcohol and Other Drugs.

As a member of the Therapeutic Community you will be required to promote and model the principles of Right Living and act as a source of Rational Authority.

The resident population is diverse in background, complex in needs and many individuals have significant mental health issues that need to be addressed in conjunction with the misuse of alcohol and other drugs.

### Key Accountabilities

### Performance Measures

#### 1. Clinical Practice

*Perform all clinical practice in a manner that complies with QDAC program guidelines, organizational policies and procedures, relevant legislative, common law, regulatory requirements and professional standards; and maintain a client focus that reflects all appropriate rights and responsibilities, and is responsive to feedback.*

<ul style="list-style-type: none"> <li>● To take a leading role in liaison with Senior GCDC staff, to achieve the project objectives as required under the funding agreement.</li> <li>● Establish and manage the residential rehabilitation facility and program, based on a Therapeutic Community model to be adapted to ensure that cultural security and local context are factored to maximize the healing journey.</li> <li>● Ensure the program is delivered consistently and to plan within the timeframes as outlined in the implementation plan.</li> <li>● Lead the development of policies, procedures, protocols, and strategies for management of the new residential program, in accordance with the requirements of GCDC organizational policies; Aboriginal and Torres Strait Islander competencies; legislative compliance and within Accreditation requirements.</li> <li>● Ensure appropriate clinical governance is developed, adhered to and monitored; provide management for continuous quality</li> </ul>	<ul style="list-style-type: none"> <li>● Funding objectives are delivered and reported upon in a timely and consistent manner</li> <li>● The Therapeutic Community model demonstrates positive outcomes (retention, holistic health needs addressed, recorded episodes of care and graduation through phases etc.) and is modified appropriately according to the needs of the target population</li> <li>● Establishment meets</li> </ul>
--	--

<p>improvement, risk management and effective practice.</p> <ul style="list-style-type: none"> <li>• Development of a robust and innovative consumer feedback, evaluation and participation program for genuine quality improvement purposes.</li> </ul>	<p>milestones alongside implementation plan</p> <ul style="list-style-type: none"> <li>• Establishment and monitoring of policy and procedures in line with GDCD protocol that are tailored to the specific needs of the facility</li> <li>• Demonstrated ability to deliver and report against clinical governance processes, quality improvement and risk management initiatives</li> <li>• Establishment of documented instruments/tools for appropriate consumer evaluation/feedback processes; development and implementation of a consumer advisory group with appropriate representation to inform the quality improvement process</li> </ul>
--	--

<b>Key Accountabilities</b>	<b>Performance Measures</b>
-----------------------------	-----------------------------

**2. Leadership and Reporting**

*Personally behave in ways that are consistent with the achievement of QDAC's Values while maintaining individuality and contributing to the diversity of QDAC.*

<ul style="list-style-type: none"> <li>• To build, lead, and manage the performance of a successful team of clinical and non-clinical staff to meet the required project objectives; including – day to day rosters, supervision, performance management and continuous workforce development.</li> <li>• Contribute and provide leadership within multi-disciplinary forums, team meetings and ensure adequate supervisory processes are in place for the promotion of effective practice and improved workplace performance.</li> <li>• Chair appropriate committee and meetings in line with appropriate clinical governance.</li> <li>• Provide Leadership in the professional development and training of all relevant staff; provision of staff appraisal to senior clinicians/team leaders.</li> <li>• Ensure adequate data collection and monitoring of outcomes is achieved to be mapped against and to meet service delivery contractual obligations.</li> <li>• Take a leading role in the development and implementation of documentation that includes – strategic plans, annual operational plans, Memorandum of Understanding (MOU), Local Partnering Agreements (LPA), Workforce Development Planning and Terms of</li> </ul>	<ul style="list-style-type: none"> <li>• Established workforce development plan, practice framework alongside demonstrated knowledge in management and leadership of human resources and teams to be measured against project deliverables</li> <li>• Demonstrated ability to develop Terms of Reference, chair meetings and ensure minutes are collated and action items are delegated and progressed</li> <li>• Be available to support and supervise clinical/non-clinical staff where relevant; ensure staff appraisals/disciplinary action is conducted in a timely and</li> </ul>
---	---

<p>Reference etc. in liaison with Senior GCDC staff.</p> <ul style="list-style-type: none"> <li>• Provide regular and detailed project reporting against project goals, timelines, and key performance indicators (KPI).</li> </ul>	<p>consistent manner with information collated to staff files</p> <ul style="list-style-type: none"> <li>• The establishment of a comprehensive database that captures and maps the projects progression, client file systems, administrative/documentation systems etc. and the ability to audit to ensure all relevant information/intellectual property is being recorded against contractual and organizational obligations</li> <li>• The establishment and monitoring of a range of documentation that includes – MOU, LPA, Strategic/Action Plans etc.</li> <li>• Reports are produced succinct yet comprehensive, specific to KPI/task and delivered on time</li> </ul>
---	---

<b>Key Accountabilities</b>	<b>Performance Measures</b>
-----------------------------	-----------------------------

<p><b>3. Relationship Management</b></p> <p><i>Build and maintain effective working relationships and manage partnerships with key stakeholders.</i></p>	
--	--

<ul style="list-style-type: none"> <li>• Proactively develop and maintain relevant collaborative relationships and engagement of stakeholders and networks in promoting support and understanding for the project.</li> <li>• Emphasis on local partnerships that ensure consultative processes to include where relevant the factoring of cultural security, traditional owners and prominent Aboriginal and Torres Strait Islander elders.</li> <li>• Formalize collaborative relationships where possible through Memorandum of Understanding and/or Local Partnering Agreement.</li> <li>• Take a leading role in the development of partnerships with specialist services, private providers and practitioners to include the coordination and provision of unique and appropriate interventions that are relevant to the target population.</li> <li>• Represent QDAC and the project in relevant forums, and to relevant stakeholders.</li> </ul>	<ul style="list-style-type: none"> <li>• Attendance and contribution to relevant network meetings in line with the needs of the individual and community</li> <li>• Demonstrated and established protocol that is culturally competent for the consultative processes required in the development of the project within the Mareeba community and wider region</li> <li>• Established MOU/LPA with relevant services/stakeholders</li> <li>• Reporting of presence and outcomes from participation at various forums, stakeholder and networks</li> </ul>
--	---

<b>Key Accountabilities</b>	<b>Performance Measures</b>
-----------------------------	-----------------------------

<p><b>4. Financial and Administrative Management</b></p> <p><i>Effectively manage the financial and administrative performance of the Mareeba Facility to ensure optimal program performance.</i></p>	
<ul style="list-style-type: none"> <li>• Manage elements of the project budget within specified authority levels, and provide detailed budget reporting against.</li> <li>• Ensure close monitoring of income and expenditure controls, and ensure adequate financial probity.</li> <li>• Oversee financial and administrative functions of the service to ensure adequate accounting and administrative policies and procedures are recorded and operational.</li> <li>• Ensure adequate protection of assets and resources – including purchase, maintenance, security and insurance within delegated authority.</li> <li>• Ensure facilities management procedures and processes are in place to protect the organization’s assets, and manage the timely repair and maintenance of all property, premises, chattels and vehicles.</li> </ul>	<ul style="list-style-type: none"> <li>• Established reporting mechanisms demonstrating fiscal responsibility</li> <li>• Where relevant the establishment of monitoring processes and systems for the administration and allocation of finances</li> <li>• Establishment and monitoring of an assets register</li> <li>• In conjunction with relevant staff the establishment and monitoring of an appropriate maintenance program</li> </ul>
<b>Key Accountabilities</b>	<b>Performance Measures</b>
<p><b>5. Risk Management</b></p> <p><i>Perform clinical practice in a manner that complies with all appropriate standards and guidelines affecting practice.</i></p>	
<ul style="list-style-type: none"> <li>• Identify project risks and development of contingency and containment measures for implementation when appropriate.</li> <li>• Communicate effectively to ensure that matters of emergent or immediate concern are brought to the attention of the Chief Executive Officer and/or those in a position, or with a responsibility, to address the issue.</li> </ul>	<ul style="list-style-type: none"> <li>• In conjunction with GCDC senior staff and other relevant staff the establishment of a risk analysis template identifying anticipated and/or non-anticipated risk alongside containment and potential contingency strategies</li> <li>• Demonstrated ability to manage issues upwards and laterally where necessary; ability to communicate issues of concern immediately; ability to self manage stressful situations with leadership and diligence in a calm and measured manner</li> </ul>
<b>Key Accountabilities</b>	<b>Performance Measures</b>
<p><b>6. Adhere to GCDC and Q-DAC’s Vision, Value and Code of Conduct</b></p> <p><i>Personally behave in ways that are consistent with the achievement of GCDC and Q-DAC’s Vision, Values and Code of Conduct while maintaining individuality and contributing to the diversity of Q-DAC.</i></p>	

<ul style="list-style-type: none"> <li>● Personal behaviour supports and aligns with the Code of Conduct.</li> <li>● Contribute to Q-DAC’s culture by demonstrating behaviours aligned with the organisations Vision and Values: <ul style="list-style-type: none"> <li>○ <b>Community:</b> Community for us means collaboration, participation, diversity and mutuality.</li> <li>○ <b>Compassion:</b> Compassion for us means generosity, nurturing, empathy and being supportive.</li> <li>○ <b>Competence:</b> Competence for us means valuing skill, knowledge, professionalism, commitment and diligence; and encouraging professional development and personal growth.</li> <li>○ <b>Innovation:</b> Innovation for us means being creative, responsive, strategic, visionary and collaborative, and valuing research and evaluation.</li> <li>○ <b>Integrity:</b> Integrity for us means being ethical, honest and trustworthy and principled.</li> <li>○ <b>Optimism:</b> Optimism for us means we believe in the power of hope, that we promote positivity, and have a firm belief in the potential for change.</li> <li>○ <b>Respect:</b> Respect for us means a positive regard for all individuals, and an appreciation of uniqueness and diversity.</li> <li>○ <b>Social Justice:</b> Social justice for us means belief in fairness and justice; the need for a balance of rights and responsibilities; and the promotion of equity and access for all people.</li> <li>○ <b>Transparency:</b> Transparency for us means openly communicating in relation to the decisions and practices which affect others.</li> </ul> </li> <li>● Constructively participate as part of the team in a collaborative manner, demonstrating respect for colleagues and working effectively within the team.</li> <li>● Constructively and positively operate in a changing and ambiguous environment.</li> <li>● Communicate openly, honestly, respectfully and employ appropriate lines of communication.</li> </ul>	<ul style="list-style-type: none"> <li>● Evidence of behaviour reflected in Performance Review.</li> <li>● Peer and Manager Assessment.</li> <li>● Evidence of regular self-reflection on adherence to mission and values in regular catch-ups.</li> </ul>
---	--

SELECTION CRITERIA	
<b>SC 1 Qualifications &amp; Experience</b>	<ol style="list-style-type: none"> <li>1.1. Tertiary qualifications in Nursing/Psychology/Social Work/Health Science or related discipline.</li> <li>1.2. Experience in Mental Health and/or Alcohol and Drug Services (Dual Diagnosis experience is ideal)</li> <li>1.3. Extensive experience with staff management, coordination of teams and with a multi-disciplinary focus.</li> <li>1.4. Current Queensland Drivers Licence.</li> </ol>
<b>SC 2 Knowledge &amp; Skills</b>	<ol style="list-style-type: none"> <li>2.1. Demonstrated experience in reporting and managing budgets.</li> <li>2.2. A sound understanding of the professional, ethical and legal requirements that underpin the treatment and clinical management of substance misuse problems.</li> <li>2.3. A sound understanding of the professional, ethical and legal requirements that underpin the treatment and clinical management of substance misuse problems.</li> <li>2.4. Strong interpersonal and leadership skills, including a high standard of written</li> </ol>

	and oral communication skills, the demonstrated ability to establish effective working relationships and to address & resolve conflict. <b>2.5.</b> Demonstrated ability using computers and technology.
<b>SC 3 Personal Qualities</b>	<b>3.1.</b> Ability to lead a team and work collaboratively with peers and managers. <b>3.2.</b> Demonstrated to organise and prioritise work activities and meet deadlines. <b>3.3.</b> A high degree of professionalism, integrity and initiative.
<b>SC 4 Leadership Capabilities</b>	<b>4.1.</b> Experience and strong capabilities to manage, lead and motivate teams. <b>4.2.</b> Demonstrated experience in managing and resolving disputes/conflicts. <b>4.3.</b> Application of best practice management principles.
<b>SC 5</b>	A significant proportion of the duties of this role involve direct communication and support services for Aboriginal and Torres Strait Islander People. Applicants must nominate an Aboriginal and Torres Strait Islander person as a referee who can attest to their knowledge, skills or experience. This person may be a community member, supervisor or work colleague.

NOTE: The successful applicant's appointment will be subject to a criminal record check.

### Workplace Health & Safety

Q-DAC is committed to providing a healthy and safe workplace and delivers this through implementing measures aimed at minimising the risk of personal injury or ill health and adhering to legislation and best practice. Q-DAC employees are also obliged to take reasonable steps to ensure their own safety, health and welfare, as well as that of co-workers, clients and members of the public.

**Employees must** follow and abide by Workplace Health and Safety Policies, Procedures and Safe Methods of work by:

- taking reasonable care for their own health and safety and not wilfully placing themselves or others at risk
- reporting all injuries, incidents, hazards and near misses to their Manager immediately
- attend and participate in WHS training, meetings, and relevant activities
- wear the appropriate PPE that is required and provided
- not misuse equipment, and to not wilfully or recklessly interfere with items provided for the purpose of health and safety.
- follow Manager's health and safety instructions

Staff are encouraged to speak up, seek guidance and clarification regarding any work methods or procedures (new or existing) at any time.

**Managers and Supervisors are responsible** for Managing WHS in the Workplace by:

- Ensuring that company WHS policies, procedures and Safe Methods of Work are followed by their staff and providing them with appropriate WHS information
- consulting with their staff regularly regarding WHS issues
- providing their staff with adequate supervision, instruction and training and any appropriate personal protective equipment (PPE)
- identifying and controlling hazards in the workplace by conducting regular inspections to identify risks and implement corrective action and arranging monitoring where required
- developing safe work procedures, as required, in conjunction with relevant persons
- ensuring that all accidents and incidents are reported and investigating all reported incidents and action taken to prevent a similar occurrence

---

**NOTE:** This position description is not intended to be all-inclusive and is an accurate reflection of the requirements of this position at the time of position approval. The employee may perform other related duties as mutually agreed to meet the ongoing needs of the organisation.

I have read and understand the requirements and accountabilities of the position as described in the position description and agree to be employed under such conditions and the relevant Award.

Print Name: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_