



**POSITION DESCRIPTION**

**Position Title: Team Leader/ Cultural Co-ordinator**

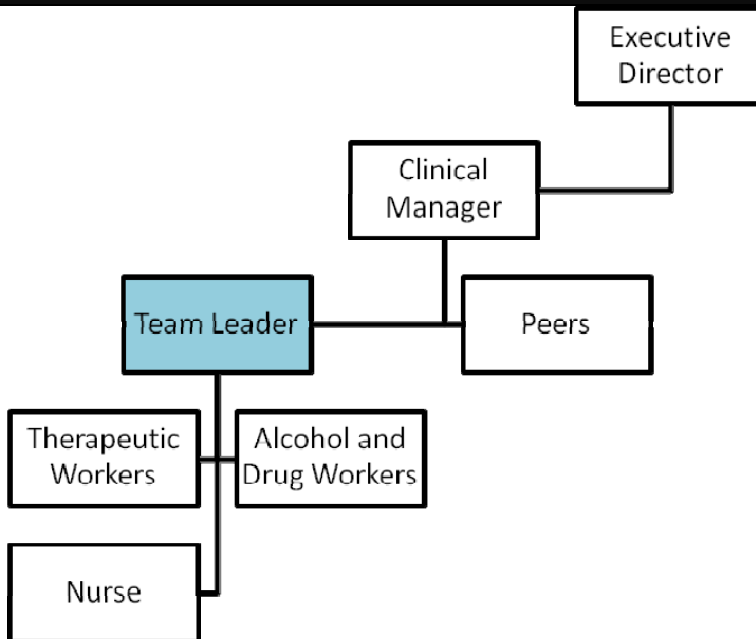
<b>Division:</b> Mareeba	<b>Location:</b> Mareeba	<b>Employment Status:</b> Full-time or part-time
<b>Reporting To:</b> Clinical Manager, Mareeba <b>Direct Reports:</b> 0 <b>In-direct Reports:</b> 0	<b>Award:</b> Social, Community, Home Care & Disability Services Industry Award 2010 <b>Award Level:</b> 6	<b>Last Updated:</b> 6 January 2012 <b>ED Approved:</b> 6 January 2012

**Identified:** This position has been identified for an Aboriginal or Torres Strait Islander Person under Section 14 of the Anti-Discrimination Act 1977.

**Purpose**

The role of the Team Leader/ Cultural Co-ordinator provides direction to a team of Therapeutic Workers in the delivery of culturally secure healing practices, and guides the healing of the inner spirit to Aboriginal and Torres Strait Islander Elders, Men, Women and Young people. The Team Leader will ensure cultural sensitivity throughout the healing process with the client’s family, culture and home lands. And will also initiate and liaise with stakeholders in various communities to establish connection to family and co-ordinate clients return to country.

**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. Service Delivery

*Perform clinical practice in a manner that complies with all appropriate standards and guidelines affecting practice.*

<ul style="list-style-type: none"> <li>• Assist in day to day management of the therapeutic community.</li> <li>• Ensure the therapeutic model and program is delivered consistently and aligns with QDAC values.</li> <li>• Facilitate process and therapeutic groups with the resident population as required.</li> <li>• Support Therapeutic Workers to provide case management, counselling, support and referral.</li> <li>• Actively participate in the management of a fair and equitable waiting list.</li> <li>• Ensure all programs are healing and spirit focused, culturally secure and respectful to the various clans and island groups.</li> <li>• Liaise with staff and other providers to ensure individual clients progress to recovery is culturally appropriate.</li> <li>• Assist and support staff to re-connect clients with family, and explore options to return home.</li> <li>• Respect and promote men’s and women’s business, ensure functionality of the community is peaceful and spiritual and encourages a family kinship approach to healing.</li> </ul>	<ul style="list-style-type: none"> <li>• Manager feedback</li> <li>• Peer and stakeholder feedback</li> <li>• Performance review</li> <li>• Evidence-based approaches are used in assisting residents to address their substance use issues.</li> <li>• Group facilitation skills are monitored and reviewed by the Clinical Manager and deemed to be of a high standard.</li> <li>• Client file audits demonstrate that records and treatment plans are monitored and in place.</li> <li>• Program evaluation</li> </ul>
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Key Accountabilities	Performance Measures
<p><b>2. Leadership</b>  <i>Personally behave in ways that are consistent with the achievement of QDAC's Values while maintaining individuality and contributing to the diversity of QDAC.</i></p>	
<ul style="list-style-type: none"> <li>• Provide high level support and supervision of staff in the Therapeutic Community, and promote effective staff/ resident relationships.</li> <li>• Contribute to the overall management and performance of QDAC as a senior manager.</li> <li>• Ensure client records and data collection processes are maintained and prepare reports as required, and conduct regular file audits, and electronic data system checks.</li> <li>• Promote best practice and evidence based interventions with culturally appropriate context to provide social and emotional wellbeing.</li> <li>• Maintain cultural security and ensure gender, traditions, and cultural beliefs are not compromised.</li> <li>• Represent QDAC as required at events, and meetings</li> <li>• Build strong relationships and partnerships with a wide range of stakeholders including culturally appropriate and accountable communication structures, and consultation with Aboriginal and Torres Strait Islander representatives.</li> <li>• Establish a cultural working group to develop, support and regularly maintain the cultural security of the therapeutic community model.</li> <li>• Assist in planning and delivering workforce development activities.</li> </ul>	<ul style="list-style-type: none"> <li>• Manager feedback</li> <li>• Staff and peer feedback</li> <li>• Stakeholder feedback</li> <li>• Performance review</li> <li>• Data quality</li> <li>• Evidence-based approaches are used in assisting residents to address their substance use issues.</li> <li>• Program evaluation</li> <li>• Evidence of cultural security</li> <li>• Evidence of cultural working group activity</li> </ul>
<p><b>Key Accountabilities</b> <span style="float: right;"><b>Performance Measures</b></span></p>	
<p><b>3. Professional Conduct and Client Focus</b>  <i>Perform all clinical practice in a manner that complies with QDAC program guidelines, organisational 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.</i></p>	
<ul style="list-style-type: none"> <li>• Undertake ethical practices which demonstrate honesty, confidentiality, integrity and respect for all residents and staff.</li> <li>• Ensure services meet social and cultural needs of residents.</li> <li>• Ensure barriers (unintended structural or communication) are addressed.</li> <li>• Demonstrate awareness of and compliance with legislative and organisational requirements relating to workplace health and safety and infection control.</li> <li>• Conduct practice in a manner that is consistent with professional standards, ethical principles and the code of conduct.</li> <li>• Ensure that services provide respect and protect the rights of residents and maintain their privacy and confidentiality.</li> </ul>	<ul style="list-style-type: none"> <li>• Manager feedback</li> <li>• Peer and stakeholder feedback</li> <li>• Performance review</li> <li>• All residents report that they are informed of their rights and responsibilities, provide consent and have their privacy and confidentiality maintained.</li> <li>• Documented complaints as per the complaints procedure.</li> </ul>
<p><b>Key Accountabilities</b> <span style="float: right;"><b>Performance Measures</b></span></p>	
<p><b>4. Team Work and Communication</b>  <i>Work as an effective member of a diverse and multi-disciplined team and contribute to the maintenance of a harmonious therapeutic environment.</i></p>	
<ul style="list-style-type: none"> <li>• Liaise with staff members, residents and external agencies, including</li> </ul>	<ul style="list-style-type: none"> <li>• Peer and manager feedback</li> </ul>

<p>mental health agencies to ensure optimal outcomes for the resident population.</p> <ul style="list-style-type: none"> <li>• Participate in house meetings and community activities and contribute to the maintenance of a harmonious and culturally secure therapeutic environment.</li> <li>• Participate in staff meetings and program planning sessions as required.</li> <li>• Work as an effective team member and relate positively to a diverse range of people.</li> <li>• Demonstrate collegiality, respect and team work within the work environment.</li> <li>• Participate as an active team member through the establishment of a consistent, supportive and cooperative working relationship.</li> <li>• Utilise appropriate methods of communication both written and verbal that are consistent with the values of the organisation as well as professional standards with all staff, residents and stakeholders.</li> </ul>	<ul style="list-style-type: none"> <li>• Performance Review</li> <li>• Contribution and participation in team activities and meetings.</li> </ul>
<b>Key Accountabilities</b>	<b>Performance Measures</b>
<p><b>5. Quality and Continuous Improvement</b></p> <p><i>Demonstrated commitment towards continual improvement in the quality of service delivery.</i></p>	
<ul style="list-style-type: none"> <li>• The highest standard of work is maintained and assessed by regular audit.</li> <li>• Active participation in quality improvement program involving ideas in regard to the improvement of quality outcomes or systems.</li> <li>• Identifying opportunities to improve efficiencies within the Mareeba facility and business processes and implementing solutions.</li> <li>• Continually seeks feedback performance from other divisions and teams, to improve performance.</li> <li>• Undertake self development activities to grow knowledge base and bridge any development gaps.</li> <li>• Ensure that quality improvement processes align with cultural security.</li> <li>• Ensure evaluation of all program activities, and a commitment to obtaining and responding to consumer feedback.</li> <li>• Support research initiatives.</li> </ul>	<ul style="list-style-type: none"> <li>• Actively seeks feedback on own performance</li> <li>• Training &amp; development activities identified and undertaken in Performance Management Development Plan.</li> <li>• Seek and acts upon feedback on own performance from leader and peers</li> <li>• Evaluation processes in place, and responded to</li> </ul>
<b>Key Accountabilities</b>	<b>Performance Measures</b>
<p><b>6. Adhere to Q-DAC's, 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,</li> </ul> </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>

<p>responsive, strategic, visionary and collaborative, and valuing research and evaluation.</p> <ul style="list-style-type: none"> <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> <ul style="list-style-type: none"> <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>	
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<b>SELECTION CRITERIA</b>
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<p><b>SC 1</b> <b>Qualifications &amp; Experience</b></p>	<p><b>1.1.</b> Relevant tertiary qualifications.  <b>1.2.</b> Experience in an addictions treatment working environment desirable.  <b>1.3.</b> A sound understanding of the professional, ethical and legal requirements that underpin the treatment and clinical management of substance misuse problems.  <b>1.4.</b> Current Queensland Drivers Licence.</p>
<p><b>SC 2</b> <b>Knowledge &amp; Skills</b></p>	<p><b>2.1.</b> Demonstrated skills in assessment, treatment planning, and case management of persons with alcohol and/or drug related problems desirable.  <b>2.2.</b> Demonstrated knowledge and understanding of Aboriginal and Torres Strait Islander heritage and culture and the impacts of Western Society.  <b>2.3.</b> Ability to communicate sensitively and appropriately with Aboriginal and Torres Strait Islander people.  <b>2.4.</b> Group facilitation and counselling experience desirable.  <b>2.5.</b> Strong interpersonal and leadership skills, including a high standard of written and oral communication skills, the demonstrated ability to establish effective working relationships and to address &amp; resolve conflict.  <b>2.6.</b> Ability to contribute as an effective team member and relate positively to a diverse range of people.  <b>2.7.</b> Demonstrated ability using computers and technology.</p>
<p><b>SC 3</b> <b>Personal Qualities</b></p>	<p><b>3.1.</b> Ability to lead a team and work collaboratively with peers, supervisors and managers.  <b>3.2.</b> Demonstrated ability to organise and prioritise work activities and meet deadlines.  <b>3.3.</b> Strong problem solving capabilities.  <b>3.4.</b> A high degree of professionalism, integrity and initiative.</p>
<p><b>SC4</b></p>	<ul style="list-style-type: none"> <li>● A significant proportion of the duties of this role involve direct communication</li> </ul>

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 history 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: