

Position title	Pharmacotherapy Support Lead
Reports to	Harm Reduction Coordinator
Award agreement	Community Health Centre (Stand Alone Services) Social and Community Service Employees Multi Enterprise Agreement 2022
Classification	SACS Level 4 (pay point dependent upon experience)

About Your Community Health

Your Community Health is a progressive, high quality, independent community health service. It provides a wide range of community-based health and social support services including primary care, allied health, oral health, mental health, harm reduction, social support and health promotion services. Our three comprehensive health centres are located in Darebin, but we are here for everyone in the diverse communities across Melbourne. We work in partnership with our communities and other services using a combination of outreach, home-based and centre-based activities and co-located services.

More information is available at: www.yourch.org.au

Vision	Health and wellbeing for everyone
Purpose	We partner with people and communities to deliver health and wellbeing services and promote equity
Our organisational values	<p>Courage</p> <ul style="list-style-type: none"> • We are progressive • We are creative and resourceful • We challenge the status quo for the benefit of our communities <p>Empathy</p> <ul style="list-style-type: none"> • We are caring and inclusive • We celebrate and value diversity • We work collaboratively and respectfully <p>Integrity</p> <ul style="list-style-type: none"> • We are ethical, honest, reliable and fair • We listen and are accountable to our communities • We earn and build trust <p>Achievement</p> <ul style="list-style-type: none"> • We are outcomes-focused • We are adaptable and always learning • We continuously improve • We are creative and resourceful

Statement of Inclusivity

Your Community Health is committed to providing an inclusive and accessible environment where people and communities of all identities and backgrounds (including but not limited to, ethnicity, faith, socio-economic circumstance, sexual orientation, gender identity, ability, bodies, migration status, age and Aboriginal and Torres Strait Islander descent) are accepted, safe and celebrated. We achieve this through the guidance of our values and principles.

Your Community Health understands the need to ensure that meaningful inclusion is built into the organisational DNA and to create an environment that attracts team members that reflect the communities we serve.

Your Community Health look to actively encourage members applications from of the LGBTIQ+, Aboriginal and Torres Strait Islander peoples, Disability, culturally and linguistically diverse communities and those with lived experience in areas in which we work. We work to address barriers in full participation.

About the Harm Reduction Team

The Harm Reduction team delivers vital support and information to people who use drugs, focusing on minimising harm and promoting health. This includes outreach services, which provides sterile injecting equipment to people who inject drugs, facilitates safe disposal, and supplies naloxone to reverse opioid overdoses, aligning with the Victorian Needle and Syringe Program. The team operates within the Community Programs division of the Community Partnerships Directorate.

The Pharmacotherapy Support Lead will work closely with the Medical Services team, YourCH's General Medical Practice & Specialist Clinics are part of the Integrated and Primary Care Directorate, operating within YourCH's 3 multidisciplinary community health centres. The medical services team provide general practice services, as well as 5 specialist clinics including paediatric clinic, lymphedema clinic, refugee health clinic, trans and gender affirming care clinic and pharmacotherapy clinic. The Medical Services team collaborates closely with team members across the organisation to deliver comprehensive care to our patients. The Pharmacotherapy Support Lead will work closely with the pharmacotherapy clinic. As part of YourCH we are passionate and enthusiastic staff working towards our vision of a health and wellbeing for everyone and creating an environment that is inclusive and representative of the communities in which we serve.

Position Purpose

The Pharmacotherapy Support Lead at YourCH will undertake a key liaison role and work collaboratively to provide high quality, client focussed care for clients. This position will provide comprehensive support to the Addiction Medicine Nurse Practitioner (AMNP), and pharmacotherapy prescribing General Practitioners (GPs) including obtaining a substance use history, advising on possible treatment options and facilitating access to a variety of treatments. Plus, the delivery of services including basic first aid, cross sectoral service coordination and health education.

The Pharmacotherapy Support Lead will play an important role in service implementation and development and capacity building of local GPs and community pharmacies, as well as partner and external organisations.

Position Responsibilities

- Deliver high quality alcohol and other drug (AOD) and administrative services.
- Collaborate with the AMNP and GPs and use dedicated clinic software programs to identify clients and facilitate care planning for clients who would benefit from EPC interventions.
- Support care coordination aimed at the achievement of client goals. This includes regular contact with the client, supporting the coordination of internal and external services in conjunction with the AMNP and GPs, including involvement in case conferencing and care planning as required.

- Undertake regular liaison with pharmacies, other AOD workers and relevant external services such as PAMs.
- Liaise with other service providers both within YourCH as well as other sites in assisting with the development and review of the care plan, appointments and other services relevant to individual clients.
- Liaise with referral sources and other health professionals as appropriate.
- Maintain professional, accurate and contemporaneous patient records and other documentation.
- Ensure proactive and accurate MBS billing of services provided by AMNP and GPs.
- Undertake practice management duties to ensure operational processes and procedures are followed, including contributing to the development and maintenance of the Pharmacotherapy Clinic Manual for YourCH.
- Carry out all other duties as requested and negotiated by the Harm Reduction Coordinator, Nursing Clinical Coordinator and AM Nurse Practitioner.
- Delivering quality primary health care services to people who inject drugs under the supervision of the AM Nurse Practitioner, to be determined by skills and experience.
- Collate/collect data from client and external sources
- Refer clients to appropriate health providers in a timely manner in collaboration with AMNP and GPs.
- Undertake financial administrative tasks related to the pharmacotherapy program.

Position requirements (qualifications, skills, knowledge and attributes)

Qualifications, Registrations and Licenses

Qualifications

- Relevant qualifications and/or experience in the health, welfare, community services or alcohol and other drugs (AOD) sector
- Current Victorian Drivers Licence

Skills and Competencies

Skills – Essential

- Capacity to engage and assess client needs in order to provide timely and appropriate information and referrals about/to health and other community services
- Experience in quality management particularly in General Practice and/ or other fee for service settings, including knowledge of the Medicare Benefits Schedule
- Demonstrated understanding in the delivery of care for clients with AOD, chronic disease and/or complex needs based on best practice guidelines
- Sound knowledge of the health and social issues for people who use drugs such as blood borne virus protection, stigma and discrimination.
- Demonstrated commitment to the principles of harm reduction and the ability to translate them into practical strategies.
- Commitment to work within a community focused whole of population health approach, recognising the importance of providing a medical model within a holistic health response.

- Demonstrated interpersonal skills, including conflict resolution and negotiation and the ability to communicate effectively with people from diverse social and cultural backgrounds
- Ability to multitask and prioritise effectively to achieve quality outcomes in a busy client-focussed environment.

Skills - Desirable

- An understanding of infection control and universal precautions.
- Completion in or working towards, accredited training courses in pathology collection and wound management, a Level 3 First Aid certificate is highly desired.
- Basic understanding of accounting systems and procedures such as accounts payable and receivable, ordering equipment, invoicing and Medicare payment systems values.

Expected behaviours for all YourCH team members and volunteers

- Support the provision of services that are inclusive, safe and high quality
- Maintain staff, volunteer and client confidentiality at all times
- Work in partnership with the community, clients and staff to achieve our vision
- Ensure an inclusive and safe workplace for clients, visitors, volunteers and staff
- Work in accordance with Your Community Health Policies and Procedures

General

- Your Community Health requires declarations and personal information relevant to employment. The collection and handling of this information will be consistent with the requirements of the Information Privacy Act 1988
- The successful applicant is required to provide evidence of eligibility to work in Australia
- Employment is contingent on a satisfactory Police Records Check, valid Working with Children Check and NDIS Worker Screening check clearance (when required). Where the preferred applicant has lived or worked overseas for a continuous period of 12 months or more within the past 10 years, they are required to provide an international police check for all countries that they have lived in for that period of time
- Applicants who are not currently employed by Your Community Health are required to complete a Pre-existing Illness/ Injury Declaration Form
- Management, in consultation with the staff member, reserves the right to modify this position description when required

Relationship to Performance Development and Review Plan

This position description operates in conjunction with, and forms part of the relevant individual Performance Development Review Plan aligned to the organisational Strategic Plan. An initial performance review will take place six months following commencement of employment and then on an annual basis.

Your Community Health is an equal opportunity employer and encourages individuals of diverse backgrounds including those from the Aboriginal and Torres Strait Islander, Disability, Culturally and Linguistically Diverse and LGBTIQA+ communities to apply.