

Role Description

Alcohol and Other Drug Lived Experience Educator

Job ad reference:

Location*:	Brisbane	Unit/Department:	Insight: Centre for Alcohol and Other Drugs Training and Workforce Development
Status:	Permanent Fulltime	Classification:	AO6
Salary Range:	\$113,293 - \$121,357 pro-rata (plus superannuation and leave loading benefits)	Closing Date:	Monday 13 May, 2024
Contact name:	James Hoey	Contact number:	07 3837 5655
Online applications:	www.smartjobs.qld.gov.au		

* Please note: there may be a requirement to work at other facilities located across Metro North Health.

**Future recurring vacancies may also be filled through this recruitment process at any location across Metro North Health.

***Applications from third parties will not be accepted.

Purpose of the role

This role is responsible for developing and delivering alcohol and other drug (AOD) lived experience training and education packages targeting both clinical and non-clinical workers across Queensland, as well as working collaboratively with existing AOD educators and the broader lived experience workforce statewide to ensure the integration of lived experience content into all AOD educational programs.

Context and Delegations

- This role reports directly to Insight's Program Manager.
- The position does not have a budget or HR delegation.

Key Accountabilities

This successful applicant will carry out the following key accountabilities in accordance with the Metro North Health's values:

- Demonstrate a high-level of autonomous and self-directed practice.
- Provide leadership and direction for implementation of lived experience education.
- Maintain up to date knowledge in the specialist area of lived experience in AOD education.
- Take responsibility for enacting strategies that support a work-based culture promoting and supporting education, learning, research and workforce development.
- Design, implement and evaluate lived experience education programs, manage educational resources and provide expertise related to lived experience.
- Develop learning objectives to measure the impact of pre and post lived experience education provision.
- Work collaboratively with other educators to co-design, co-develop and co-deliver lived experience education, to clinical, medical and non-clinical workforce.
- Mentor and oversee lived experience content, presenters and guest speakers, ensuring appropriateness of both speakers and subject matter.
- Educate and support lived experience persons, including clients and carers, to have capacity to be partners and share their experiences as part of educational content development.

- Serve as a positive role model to clients and staff and as a source of information on lived experience of managing substance use within a harm minimisation framework.
- Exercise high level interpersonal, consultation and communication skills with stakeholders, team members and other service providers.
- Contribute specialist lived experience advice to committees, teams and forums as required.
- Participate in service development, evaluation and quality improvement activities to ensure continuous provision of quality services.
- Improve staff AOD health literacy, address stigma and understanding of trauma informed care within a recovery focused framework and person-centred care.
- Participate in information management activities including data collection, data entry and reporting of education activities.
- Participate in regular reflective practice, supervision, performance appraisal and professional development activities.
- Demonstrate ethical decision making in the achievement of organisational goals.
- Comply with and utilise organisational procedures, policies, regulations and standards, which impact on the position including contemporary human resource management issues, corporate governance, workplace health and safety, equal employment opportunity, anti-discrimination and other specific standards where applicable.
- Staff are expected to be compliant with the timely and accurate input and collection of learner-related data and information relevant to their work area requirements.

Staff are expected to possess knowledge of, or have the ability to acquire knowledge of, relevant applications including:

- Insight's Learning Management System and Customer Relationship Management applications
- Electronic education and training systems e.g. Talent Management System (TMS)
- Electronic incident reporting and consumer feedback systems e.g. Riskman
- Electronic payroll and rostering systems e.g. Workbrain, My HR

Staff are expected to possess knowledge of, or have the ability to acquire knowledge of, principles of patient-centred care, recovery-focussed care and trauma-informed care.

About Insight: Centre for AOD Training and Workforce Development

Insight are specialist providers of alcohol and other drug training, education, clinical resources and practice advice for workers and services across Queensland. Our aim is to build a capable, confident and connected AOD and mental health workforce. Our primary audience are specialist AOD, mental health and Social and Emotional Wellbeing workers, and our secondary audience are all other health, medical and community service staff as well workers located in statutory settings. We also provide specific workforce services for Nursing, Allied Health, Youth, Peer / Lived-Living Experience and Aboriginal and Torres Strait Islander workers.

Whilst we primarily service Queensland-based workers, our clinical tools, resources and training products are utilised across Australia. For more information visit www.insight.qld.edu.au.

About Metro North Health

Delivering outstanding health services is just one of the ways that we care for our community. Our passion for people is reflected in the way we do our work and live our values every day. We value and nurture our team members so they can provide quality value based care to our patients across our diverse organisation. Our focus on Value Based Healthcare means we expect our staff to deliver the care the patient needs, no more and no less, to achieve the best quality of life for our community. This passion fuels our collaborative culture of innovation and research.

We embrace the diversity of local and greater communities as we provide services to people throughout Queensland, northern New South Wales and the Northern Territory, in all major health specialities including medicine, surgery, mental health, cancer care, trauma, women's and newborn care, and more than 30 sub-specialities. Metro North Health services include rural, regional and tertiary hospitals, and community and oral health services.

Our diverse Health Service provides a wide variety of rewarding career paths across our tertiary/quaternary referral hospitals, secondary hospitals, community health centres, residential and extended care facilities and regional community hospitals. We expect our staff and volunteers to translate our values into action through providing high quality connected care that is relevant, efficient and respectful of our patients' needs and wishes. Our people are

passionate about our community and patients, with a focus on putting people first. Come and work where people are at the centre of everything we do and your contribution is truly valued.

Health Equity and Racism



Metro North Health has set out its actions and agreed key performance measures to improve Aboriginal and Torres Strait Islander people’s health and wellbeing outcomes.

Racism is a key structural determinant of Aboriginal and Torres Strait Islander people’s health inequity. Racism is not always conscious, explicit, or readily visible - often it is systemic. Systemic or institutional racism are forms of racism that are widely and deeply embedded in systems, laws, written or unwritten policies and well-established practices and beliefs that produce, condone, and perpetuate widespread unfair treatment, causing and/or contributing to inherited disadvantage.

It is expected that all Metro North Health staff, including the incumbent of this role as a valuable member of the Metro North workforce, contribute to the health equity agenda and meet the intent of supporting the defined six actions that specifically meet the needs of Aboriginal and Torres Strait Islander people within the National Safety and Quality Health Service Standards (NSQHS), by actively supporting the elimination of racial discrimination and institutional racism; supporting increased access to health care; influencing the social, cultural and economic determinants of health; supporting the delivery of sustainable, culturally safe and responsive health services; and recognise the importance of working with Aboriginal and Torres Strait Islander peoples, communities and organisations to design, deliver, monitor and review the health and support services we provide.

Please visit our website for additional information about Metro North Health. <http://metronorth.health.qld.gov.au/>

Our Vision

Excellent healthcare, working together, strong and healthy communities.

Metro North Health Values and their corresponding Lominger™ competencies:

Respect	Teamwork	Compassion	High performance	Integrity
<ul style="list-style-type: none">• Interpersonal savvy• Manages conflict• Communicates effectively• Balances stakeholders	<ul style="list-style-type: none">• Collaborates• Develops talent• Values differences• Builds effective teams	<ul style="list-style-type: none">• Customer / patient focus• Demonstrates self-awareness• Manages ambiguity• Being resilient	<ul style="list-style-type: none">• Cultivates innovation• Action oriented• Drives results• Drives vision and purpose	<ul style="list-style-type: none">• Decision quality• Ensures accountability• Courage• Manages complexity

How you will be assessed

You will be assessed on your ability to demonstrate the following values within the context of the “Key Accountabilities”. The ideal applicant will be able to demonstrate the following:

- **Respect** – demonstrates interpersonal savvy, manages conflict appropriately, communicates effectively and balances the needs of all stakeholders with utmost respect to all people at all times.
- **Teamwork** – collaborates effectively, develops talent, values difference and builds effective teams to bring about best use of resources to deliver healthcare services.
- **Compassion** – is patient / client focussed, demonstrates self-awareness and the effects of behaviour on others, deals with or manages ambiguity and complexity, demonstrates resilience in the delivery of patient services or support in the delivery of services to patients.
- **High Performance** – cultivates innovation, is action oriented, drives results and supports Metro North Health's vision and purpose to exceed expectations of our patients and stakeholders.
- **Integrity** – demonstrates sound decision quality, ensures accountability, demonstrates courage in the face of adversity and works effectively / manages complexity to ensure work output and decisions are ethical and invariably of a high standard.

In term of technical knowledge, skills, and experience within the context of the responsibilities described under key accountabilities, the ideal applicant will be someone who can demonstrate the following:

- **Subject Matter Expertise**
 - Demonstrated high level knowledge and understanding of substance use and contemporary AOD lived experience practice.
 - Demonstrated high level skills and confidence in the development of training, education and advice for alcohol and other drug practitioners.
- **Project Management**
 - Demonstrated high level project management skills including the ability to contribute to the development of service improvement initiatives including effective training review and evaluation.
- **Communication**
 - Demonstrated high level interpersonal, communication and negotiation skills, enabling you to achieve successful outcomes with a wide range of internal and external stakeholders.
- **Leadership**
 - Demonstrated leadership and problem-solving skills with demonstrated capacity to work autonomously in the achievement of project deliverables in an environment with competing demands and priorities.
 - Ability to contribute to the development of statewide AOD treatment and service delivery professional standards.

Mandatory qualifications/professional registration/other requirements

- Under s25 of the Anti-Discrimination Act 1991(Qld), there is a genuine occupational requirement for the incumbent to have a personal lived experience of substance use and/or dependence, which may include direct experience as a client of an alcohol and drug treatment service (private or public).

Other requirements

- High level computer literacy skills are a requirement of the role.
- Please note: There may be a requirement to work at other facilities or locations across Metro North Mental Health.

How to apply

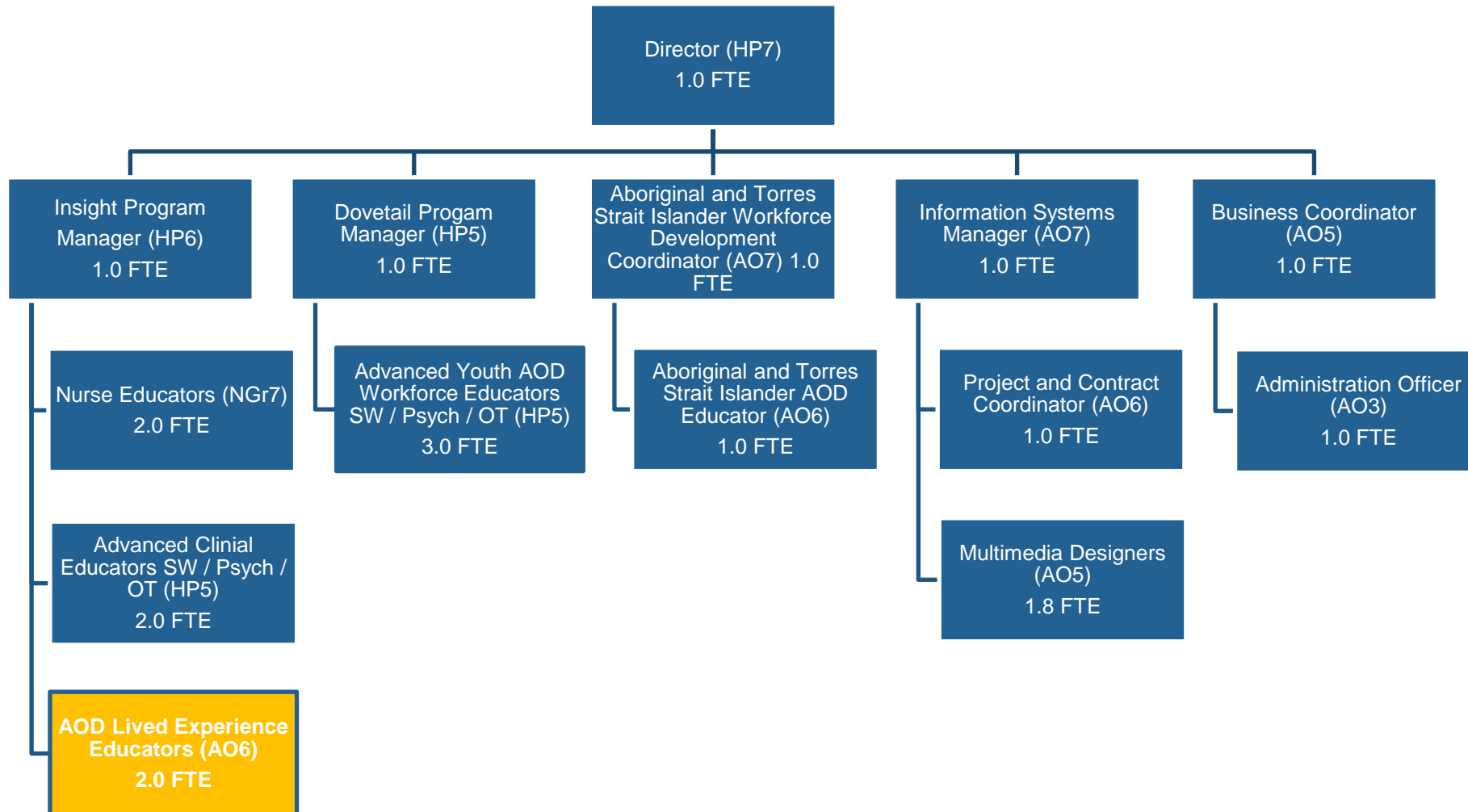
Please provide the following information to the panel to assess your suitability:

1. **A short statement (maximum 2 pages)** - Formulate your response to the dot points listed under "*How you will be Assessed*" within the context of the "*Key Accountabilities*"
2. **Your current CV or Resume, including referees.** You must seek approval prior to nominating a person as a referee. Referees should have thorough knowledge of your work performance and conduct, and it is preferable to include your current/immediate past supervisor. By providing the names and contact details of your referee/s you consent for these people to be contacted by the selection panel. If you do not wish for a referee to be contacted, please indicate this on your CV or Resume.

Instructions on how to apply

- Submit your application online at www.smartjobs.qld.gov.au by the closing date.
- Please note that hand delivered applications will not be accepted.
- Only those persons eligible to work in Australia may be employed by Metro North Health. Prospective employees are required to provide proof of identity and documentary evidence of their right to work in Australia.
- Late applications cannot be submitted online. For a late application to be considered, please arrange approval and submission via the contact officer.

Team Structure



Diversity and Inclusion

We are committed to providing a diverse and inclusive workplace for our people and our community. We encourage people of all genders, races, ages and abilities to apply for roles within Metro North Health and strive to ensure that our workplace is free from all forms of discrimination and harassment.

As an Equal Employment Opportunity (EEO) employer we ensure that our selection processes and employment decisions are undertaken in a non-discriminatory way and are consistent with the requirements of the Anti-Discrimination Act 1991. If there are any reasons that you may have challenges with the recruitment process, please let us know when we contact you.

Work Health and Safety

We are committed to *Putting People First* to provide better healthcare. This commitment includes a dedicated *People Focussed Safety* culture.

This culture commits to the health, safety and wellbeing of staff, volunteers and other persons, through the provision of a dynamic and comprehensive Health and Safety Management System (HSMS). The HSMS provides for proactive safety initiatives, early injury management practices with a strong focus on a safe and durable return to work.

The provision of a Health and Safety environment within Metro North Health is everyone's responsibility.

Safety and Quality

Relevant to the position, staff participate in the ongoing education, implementation, monitoring and evaluation of safety and quality initiatives relevant to The National Safety and Quality Health Services Standards 2nd Edition and the Australian Council on Healthcare Standards (ACHS).

Vaccine Preventable Diseases (VPD) Requirements ([Health Employment Directive No. 01/16](#))

It is a condition of employment for this role for the employee to be, and remain, vaccinated against the following vaccine preventable diseases during their employment:

- Measles
- Mumps
- Rubella
- Varicella (chicken pox)
- Pertussis (whooping cough)
- Hepatitis B

Further vaccinations may be required due to particular risks for a role; examples include:

- Hepatitis A – Workers in regular contact with untreated sewerage
- Q Fever – Research or Laboratory staff regularly handling specimens

All new employees who will be working in clinical areas must be assessed for their risk of tuberculosis and screening undertaken if required.

Existing staff that are engaged prior to 1 July 2016 are **not subject** to this condition of employment unless they apply for a role with VPD requirements that is with a different Queensland Health entity (i.e. one Health Service to another Health Service, Department of Health (DoH) to a Health Service, or Health Service to DoH).

Additional Information

- Applications will remain current for 12 months or for the duration of the vacancy.
- Future vacancies of a temporary, full time and part time nature may also be filled through this recruitment process.
- Health Care Workers in Queensland Health whose occupation poses a potential risk of exposure to blood or body fluids must be immunised against Hepatitis B according to the National Health and Medical Research Council Australian Immunisation Handbook and the Queensland Health Infection Control Guidelines.
- Pre-employment screening, including criminal history and discipline history checks, may be undertaken on persons recommended for employment. Roles providing health, counselling and support services mainly to children will require a Blue Card, unless otherwise exempt. Roles providing services to National Disability Insurance Scheme (NDIS) participants require an NDIS worker screening check.
- Applicants may be required to disclose any pre-existing illness or injury which may impact on their ability to perform the role.
- Applicants will be required to give a statement of their employment as a lobbyist within one (1) month of taking up the appointment. Details are available at:
https://www.forgov.qld.gov.au/_data/assets/pdf_file/0033/185919/lobbyist-disclosure-policy_0.pdf
- Employees who are appointed to Queensland Health may be required to undertake a period of probation appropriate to the appointment. For further information, refer to Probation HR Policy B2
<https://www.health.qld.gov.au/system-governance/policies-standards/doh-policy/policy/qh-pol-197.pdf>
- All relevant health professionals, who in the course of their duties formulate a reasonable suspicion that a child or youth has been abused or neglected in their home/community environment, have a legislative and a duty of care obligation to immediately report such concerns to Child Safety Services, Department of Communities.

Metro North Health Executive Structure

