

POSITION DESCRIPTION

POSITION TITLE	Director Clinical Services
LOCATION	ACT / Southern NSW program offices
AGREEMENT/AWARD	Contract Karralika Programs Single Enterprise Agreement 2010-2013
CLASSIFICATION	Director
CONTRACTED HOURS	Part time (60.8 hrs / fortnight)
RESPONSIBLE TO	Chief Executive Officer
RESPONSIBLE FOR	Quality and Clinical Services Officer (shared with other Director)

Organisational context

Karralika Programs Inc. has been operating quality alcohol and other drug treatment programs since the establishment of the Karralika Therapeutic Community Program in 1978.

Our organisation has a justifiable reputation for the delivery of high quality, client-centred and responsive alcohol and other drug treatment support services through a mix of residential programs, educational programs and community-based services.

Our vision is “people living better lives” and our purpose is to “deliver excellent services, valued by our clients” across the spectrum of alcohol and drug treatment, supporting the needs of individuals, families and communities.

Our approach to recovery is multidimensional, supporting clients to learn about themselves behaviourally, cognitively and emotionally to achieve and sustain positive living. Recovery is an active process of discovery where clients develop a sense of: hope, meaning and purpose for life; community and belonging; and positive identity and pride.

Our goals are to: provide quality alcohol and drug treatment programs to adults and families and to support their reintegration into the community after treatment using a strengths-based approach to treatment; promote health and wellbeing of individuals and families; be a leader in the provision of support services and partner with other services; and, be an employer of choice in the alcohol and other drug sector.

We value: Leadership; Professionalism; Collaboration; Trust and Integrity; Quality and Innovation; Respect for all; Sustainability and Accountability.



Role description

The Clinical Services Director role is a member of the Karralika Programs Executive, sharing the leadership responsibility for organisational leadership, strategic delivery and long-term sustainability. As one of two Clinical Services Directors, the role strengthens Karralika’s capacity to meet the growing scale and complexity of our services to meet community need. This role provides clinical leadership and holds responsibility for clinical governance systems and processes including program design, implementation and evaluation; ensuring practice complies with clinical care standards and other funding, legislative and regulatory requirements; establishes and monitors infection control, incident reporting and management; and quality improvement and compliance systems and responses. The two Directors Co-Chair the Quality Improvement and Compliance Committee and leads the coordination and maintenance of accreditation processes and certification.

Functional responsibilities

Strategic Leadership and Management	<ul style="list-style-type: none"> • Develop and promote the vision and purpose of Karralika Programs Inc. and represent the organisation effectively through various forums and activities; • Provide high level leadership capacity in strategy formation, decision making and attainment of the organisational objectives, vision, purpose and values through various mechanisms; • Work collaboratively to lead and maintain Karralika Programs as an accredited and child safe organisation; • Support the continued sustainability of the organisation by ensuring quality service design and delivery, responding to community need, and delivering quality client outcomes • Fostering a culture of innovation and quality improvement • Contributing to increase organisational capacity and resources through new opportunities and operational effectiveness and accountability; • Build strong relationships with partners, funders and sector stakeholders to enhance service integration and organisational influence; • Maintain and utilise knowledge of national and international trends in Alcohol and Other Drug treatment, policy and best practice; • Assess the impact of changes in Government policy/legislation on organisational sustainability and service delivery and contribute to appropriate decision making; • Support and lead change management in specific program areas or across the organisation.
Clinical Governance, Practice, and Service Delivery	<ul style="list-style-type: none"> • Establish, monitor and hold authority and responsibility for clinical governance, quality, safety and risk across all programs through frameworks, policies, models of care and practice guidelines; • Review and monitor adherence to quality and compliance requirements, service user engagement, clinical risk and clinical quality assurance activities; • Provide clinical expertise and development support to Program Managers and clinical staff to build workforce capacity and ensure quality service including guidelines, education and training and practice support; • Lead the design, monitoring and reporting of program outcomes and outputs in line with best practice and funding requirements; • Monitor, analyse, manage and report consumer and organisational risk including incidents; • Lead the establishment and maintenance of infection control standards and practices across the organisation.

<p>Corporate Governance, Compliance and Human Resource Management</p>	<ul style="list-style-type: none"> • Contribute to corporate governance through committee leadership, compliance oversight and high quality reporting to the CEO, Board, Advisory Bodies and funders; • Ensure professional, ethical and responsible management practices in all areas of responsibility; • Maintain a high level of knowledge of relevant legislative and reporting requirements, Australian and International standards, quality assurance procedures and best practice models; • Provide support and advice to Program Managers and staff on continuing professional development, clinical practice and procedures and policies underpinned by a strengths-based approach to treatment; • Support HR and Work Health and Safety processes, systems and compliance with legislation and internal policies and Code.
<p>Qualifications, certifications and/or security clearance</p>	<p>Bachelor degree in addiction studies, psychology, nursing or related discipline (Desirable: post-graduate qualification in related discipline)</p> <p>Employment is subject to a current WWVP check, national police check and a valid driver's licence. Further pre-employment or ongoing checks may be required in line with future funding agreements or contractual requirements.</p>
<p>Skills and experience</p>	<p>Clinical Program Leadership: Demonstrated capability in clinical program development, clinical governance, and evidence based service design, in the alcohol and other drug sector (or closely related sector).</p> <p>Advanced Communication & Engagement Skills: High-level written and verbal communication, presentation and facilitation skills, and the ability to build strong stakeholder partnerships.</p> <p>Analytical, Research & Evaluation Capability: Strong skills in research, analysis, critical thinking, and applying evaluation techniques to drive service improvement.</p> <p>Leadership, Coaching & Team Development: Proven ability to lead, mentor and develop clinical teams, with strong professional supervision and decision-making capability.</p> <p>Program & Policy Development Skills: Experience in policy development, program management, and applying legislative and clinical guidelines within service delivery.</p> <p>High-level Interpersonal, Negotiation & Conflict Resolution Skills: Demonstrated emotional intelligence, problem-solving ability, and competence in managing complex relationships and resolving challenging issues.</p> <p>Experience working in the not-for-profit sector or service delivery within government or private practice, understanding of relevant legislation, contract management</p>