



ROLES AND RESPONSIBILITIES – REGIONAL CO-ORDINATOR/MANAGER

Aim

The Rata Alcohol and Other Drugs Service provide services as required to meet West Coast DHB expectations, including the organisational philosophy and objectives in consultation with the Clinical Director.

- Act to facilitate a service that is organised and provided in such a way as to promote ease of access for clients and satisfaction with both the process and outcomes.
- Provide effective leadership and co-ordination of clinical care delivery
- Promote to ensure a safe environment for staff and clients.
- Promote a prompt response to requests for information and advice from consumers, carers and other treatment providers. Seeks and acts upon all feedback from same.
- Act to promote co-operation with general hospital services, non WCDHB treatment and service providers.
- Ensure appropriate systems in place that will support best clinical practice from referral through to discharge as defined in the Service Provision Framework and in accordance with Policies and Procedures of WCDHB
- Monitor and improve quality standards of clinical care
- Ensure effective and efficient use of resources
- Provide clinical advice as a senior member of the Multi-disciplinary team
- Manage own client caseload
- Liaise with NGO's and other services within the Mental Health Services as appropriate
- Liaise with family/whanau/significant others as appropriate
- Oversee OST wait list and transfers for OST from out of area
- Encourage ongoing professional education so that information/skills are constantly updated, within existing resources.
- Undertake performance management in line with WCDHB policy and district managers.
- Manage leave requests, including those for study and conferences in conjunction with district managers.
- Deal with matters of discipline in relation to team members, implementing disciplinary procedures within the organisation's policies in conjunction with district managers.
- Deal with complaints and compliments in line with the organisation's policies.
- Provide a conduit for information between higher levels of management and staff.
- Encourage staff to become involved in service planning, development and innovation.
- Ensure audits are carried out and results acted upon in line with WCDHB policy.
- Provide a job description for each position in the team.
- Ensure requirements for efficient/effective team functioning are provided, maintained and updated, within available resources.
- Promote staff awareness of WCDHB policies and procedures.
- Proactively protects and promotes the reputation and image of the service and organisation internally and externally.
- Contribute to the annual Business Plan and budget for service.
- Promote relationships which maintain and enhance performance and job satisfaction.

Human Resources Management

- Undertake Performance Appraisals for all clinical and support staff in the team in conjunction with district managers



WCDHB Rata AOD Service Provision Framework Roles And Responsibilities – Regional Co-Ordinator/Manager

Version

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- Maintain effective communication with Clinical Director
- Participate in the recruitment and selection of staff In conjunction with the Area Manager in accordance with WCDHB policies
- Work in conjunction with the Area Manager to encourage and assist staff to pursue their own professional and self development
- Facilitate effective communication within the multi-disciplinary team
- Ensure appropriate orientation of all new staff
- Receive all leave applications and make recommendations to the Area Manager

Quality/Health and Safety

- Implement/improve quality improvement projects as per the Quality Improvement Plans for the Rata Alcohol and Other Drugs Service
- Ensure that correct procedure are followed when dealing with specific accidents or incidents as defined in WCDHB Policies & Procedures
- Ensure all accidents/incidents are reported to the Unit Manager
- Ensure safe/supportive experience for all students/staff on placement at Community Alcohol and Drug Service
- Ensure and maintain records of statistics
- Ensure Audit requirements are met, as per Service Provision

Advocacy for the Service

- Promote best practice including staff courtesy with the public
- Develop and maintain good working relationships with other services
- Co-ordinate communication of the complaints/compliments process to staff and consumers and inform the Area Manager
- Advocate for the Multi-Disciplinary Team at Service Meetings and represent the needs and requirements of the Team from a clinical perspective