



## Senior Initial Assessment and Referral (IAR) Training Officer – Mental Health and Alcohol and Other Drugs (AOD)

Department:	Health Services Commissioning
Location:	Cairns, Townsville, or Mackay
Position type:	Full time
Classification:	Level 7
Reports to:	Mental Health and Alcohol and Other Drugs Advisor
Direct reports:	Nil

### Our values

	Values statements	Core commitments
 Collaboration	We connect co-operatively across boundaries to share ideas and achieve our goals together.  <b>'We work together'</b>	I will work co-operatively across teams to achieve outcomes.  I will connect with others to build trusting relationships.  I will share ideas, knowledge, and resources.
 Leadership	We are empowered, inspired, and will step up to create a better future.  <b>'We are all leaders'</b>	I will role-model positive behaviours.  I will create opportunities to have a positive impact.  I will take responsibility for contributing to NQPHN's culture and success.
 Integrity	We hold ourselves to the highest standards of ethics and professionalism.  <b>'We do the right thing'</b>	I will be consistently ethical and trustworthy.  I will display high levels of professionalism at all times.  I will represent NQPHN with pride.
 Accountability	We own our actions, follow through on our promises, and live our values.  <b>'We do what we say'</b>	I will follow through on my commitments.  I will take ownership of my work and performance.  I will be transparent and forthcoming with information.
 Respect	We hear, acknowledge, and value all people and voices, finding unity in our diversity.  <b>'We are considerate'</b>	I will actively seek out and value different perspectives.  I will treat all people with appreciation, dignity, and courtesy.  I will be culturally informed and sensitive.



NQPHN acknowledges the Aboriginal and Torres Strait Islander peoples as Australia's First Nation Peoples and the Traditional Custodians of this land. We respect their continued connection to land and sea, country, kin, and community. We also pay our respect to their Elders past, present, and emerging as the custodians of knowledge and lore.





## Role summary

As part of the 2021-22 Budget, the Australian Government announced funding of \$34.2 million to expand and implement the Initial Assessment and Referral (IAR) tool into primary care settings to assist general practitioners (GPs), allied health professionals, and other referrers to determine a consistent and appropriate level of care for a consumer needing mental health assistance, using a holistic decision support tool.

The Senior IAR Training Officer role supports GPs and clinicians in the primary care setting, using the stepped care model to select the least intensive level of care, for a person presenting for mental health assistance by using the Initial Assessment and Referral (IAR) tool. This will contribute to achieving nationally consistent levels of care for persons presenting with similar conditions.

## Key responsibilities

### Role-specific

- Develop an in-depth understanding of the Initial Assessment and Referral (IAR) Guidance document, Implementation Toolkit, and the IAR Decision Support Tool (DST).
- In consultation with Clinical Councils and local GPs, develop a regional IAR implementation plan and identify potential obstacles to implementation, tailoring implementation strategies to the local context.
- Work closely with the provider/practice engagement team to coordinate IAR training for GPs – working towards established regional targets for GP completion of training.
- Coordinate and deliver IAR training to users of the IAR resources.
- Develop processes for the support of IAR users including support online, via telephone, videoconference, and/or in-person.
- Facilitate regional activities deemed important and valuable by local GPs relating to IAR (e.g., peer-led learning groups or communities of practice).
- Develop record keeping processes to document, monitor, and report on training progress and completion.
- Develop processes for and coordinate regional reporting and evaluation of the implementation activity (including training data, participant satisfaction data, implementation outcomes).
- Additionally, provide training and support to staff working in Head to Health Centres, Aboriginal Medical Services, commissioned service providers, and other staff in the Northern Queensland Primary Health Network (NQPHN) region.
- Build strong relationships with Initial Assessment and Referral Training Officers (IARTOs) across the PHN network, exploring opportunities for cross-boundary learning and collaboration.
- Work closely with the National IAR Project Team within the Department of Health, the National Project Manager, and other PHN Training Support Officers to contribute to national implementation priorities and resources.



## Organisation-wide

- Committed to “One PHN” and working collaboratively and engaging purposefully across the organisation, including the offices, teams, and functions.
- Ensure “best practice” processes across all areas of responsibilities.
- Comply with the Organisation’s policies and procedures.
- Ensure the safety of yourself and others in line with the Organisation’s Workplace Health and Safety policies and procedures and the Workplace Health and Safety Act 2011.
- Perform other duties reasonably required as directed.

## Key selection criteria

- A relevant tertiary qualification (nursing/allied health/education) and at least three years’ experience in the delivery/facilitation of training/education programs.
- Demonstrated understanding of mental health issues including specific experience of working in the mental health field.
- Clear understanding teaching methodologies appropriate in an adult learning environment.
- Highly developed interpersonal, communication, influencing, partnering, negotiation, and conflict resolution skills, particularly in relation to community and stakeholder engagement within the health sector.
- Demonstrated understanding of project management and experience in project design and delivery.
- Demonstrated awareness of the importance, and how to deal with confidential and sensitive information.
- Demonstrated ability to prioritise and meet deadlines in a high demand work environment.

## Other requirements

- Current Drivers Licence.
- Provide a National Police Check less than three months old.
- Be able to meet the requirements of a Working with Children (Blue Card) Qld (if required).

## Capability Framework

NQPHN has a Capability Framework in place. This role has the following core competencies and expected levels.

Core competency	Standard
Teamwork and team leadership	<ul style="list-style-type: none"> <li>• Supports others in taking independent action.</li> <li>• Resolves issues that occur with minimal direction.</li> <li>• Invites and builds upon the ideas of others.</li> <li>• Assumes additional responsibilities to facilitate the achievement of team goals.</li> <li>• Actively shares knowledge among peers or offers advice to less experienced colleagues.</li> <li>• Effectively transfers acquired knowledge and expertise.</li> <li>• Demonstrates initiative in professional self-development.</li> </ul>
Resource management	<ul style="list-style-type: none"> <li>• Manages the allocation of resources in relation to business needs.</li> <li>• Manages the work plan, sets timelines and milestones, and involves stakeholders to deliver on time.</li> <li>• Provides advice on procedures and the use of resources.</li> </ul>
Flexibility and continuous improvement	<ul style="list-style-type: none"> <li>• Anticipates having to adapt work methods to changing technology and environments.</li> <li>• Considers problems from all new perspectives and can expand on the thinking or solutions proposed by others.</li> <li>• Adapts to new ideas and initiatives relevant to own area of work.</li> <li>• Understands and promotes the Organisation's business needs and policies for introducing change.</li> <li>• Is able to present the Organisation's priorities as they relate to own area of work.</li> <li>• Explains and convinces others of the need for adaptation and change of policies, structures, and methods.</li> </ul>
Stakeholder engagement and communications	<ul style="list-style-type: none"> <li>• Writes information coming from multiple sources in a logical and comprehensive, yet concise manner.</li> <li>• Combines information from various sources in a concise and consistent manner.</li> <li>• Makes sound use of graphics and tables to effectively present numerical data.</li> <li>• Actively nurtures both formal and informal contacts to facilitate the progress of work by proactively sharing information, best practices and respective interests, and areas of expertise.</li> </ul>

Core competency	Standard
	<ul style="list-style-type: none"> <li>• Identifies current or past contacts that can provide work-related information or assistance.</li> <li>• Fosters two-way trust in dealing with contacts (e.g., maintains confidentiality regarding sensitive information).</li> </ul>
Quality management	<ul style="list-style-type: none"> <li>• Gains an understanding of quality management systems, so effective feedback on limitations can be provided.</li> <li>• Utilises quality management systems where provided by the PHN.</li> <li>• Provides feedback to line managers on utility of quality management systems.</li> </ul>
Strategic thinking and innovation	<ul style="list-style-type: none"> <li>• Provides a rationale for decisions, relating them to the overall goals.</li> <li>• Able to work on strategic activities within the team, either across the whole or within particular areas.</li> <li>• Actively contributes to strategic discussions.</li> <li>• Understands the Organisation's current and future role.</li> <li>• Looks for opportunities for business improvement.</li> </ul>
Governance and risk	<ul style="list-style-type: none"> <li>• Ensures governance arrangements are being met.</li> <li>• Constructs formal reporting structures that are appropriate for successful partnerships.</li> <li>• Refers to key healthcare benchmarks in making recommendations.</li> <li>• Has a working understanding of the legal governance of engagement with public and service users.</li> <li>• Identifies and manages risk.</li> <li>• Remains familiar with and adheres to all policies and procedures, including Workplace Health and Safety.</li> <li>• Contributes to a safe workplace.</li> </ul>
Project and program management	<ul style="list-style-type: none"> <li>• Ensures a clear project scope.</li> <li>• Develops effective project plans and cost schedules.</li> <li>• Calculates, relates, and responds to variances in schedules and costs.</li> <li>• Ensures effective project reporting.</li> <li>• Effectively manages project change using appropriate change control techniques.</li> <li>• Able to identify major and minor tasks for projects using a broad range of complex and technical tools.</li> </ul>

Core competency	Standard
	<ul style="list-style-type: none"> <li>• Manages relationships of internal and external resources and interfaces with other groups.</li> <li>• Can identify and mitigate variations, changes, and conflicts.</li> <li>• Solves complex problems in own area even when not always clearly defined.</li> <li>• Resolves problems that may impact upon wider team/overall objectives.</li> <li>• Able to apply a broad range of complex, technical, or professional risk tools in a wide variety of projects.</li> </ul>
Training	<ul style="list-style-type: none"> <li>• Applies teaching methodology and principles of adult learning in a culturally and appropriately sensitive manner.</li> <li>• Facilitates training in a manner which accommodates the different learning styles and needs of users of IAR.</li> <li>• Keeps appropriate records whilst maintaining confidentiality of records</li> <li>• Is highly organised with attention to detail in preparation and planning of training material.</li> <li>• Adapts quickly to use of technology and integrates this appropriately in training.</li> <li>• Captures and maintains participant interest in learning through effective rapport building and communication.</li> </ul>

*This position description contains a limited summary of the most frequently occurring tasks and responsibilities. In practice the employee can and will be entrusted with various other tasks and responsibilities that may also be of vital importance to the performance of his or her duties. The employee will properly execute these tasks and responsibilities and will not limit themselves to invoke the tasks and responsibilities exclusively summarised in this position description.*