



Position Description: PAMS Services Officer (Casual)

Harm Reduction Victoria is seeking expressions of interest from qualified individuals to fulfill the position of PAMS Service Officer.

Harm Reduction Victoria (HRVic) is looking for a non-judgmental person with excellent communication skills to join our Pharmacotherapy Advocacy Mediation and Support (PAMS) team. Please note, this is largely a client-facing role and the employment will be on a casual basis.

Terms: 2 days per week

Pay Level: SCHADS Level 4

Hybrid work arrangement can be negotiated

Program & Organisational Background

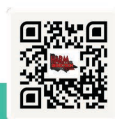
The Pharmacotherapy Advocacy Mediation and Support (PAMS) service is a state-wide, telephone-based service that provides mediation, support, advocacy, referral, and information for those involved with treatment for opioid dependence (methadone and buprenorphine, including LAIB).

HRVic is a community-based, membership-driven organisation, with a mission to advance the health and human rights of people who use illicit drugs and those on pharmacotherapy. We work to reduce stigma & discrimination against people who use drugs, and we strongly encourage people with a lived experience of illicit drug use – current, recent or past included – to apply.

We value this lived experience highly; however, as this role is not a peer education role, **all** applicants will be considered.

Core Duties

- To assist with the provision of a solution-focused, problem-solving telephone-based service for medication assisted treatment for opioid dependence (MATOD) consumers and service providers.
- To provide non-judgmental and client-focused advocacy and mediation for consumers experiencing a MATOD-related problem with a prescriber and/or pharmacist which they are unable to resolve independently.
- To increase access to MATOD in Victoria for consumers struggling to enter treatment.



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- Preserve treatment continuity by supporting MATOD consumers to resolve program-related issues and concerns.
- Maintain accurate and thorough consumer-related documentation in the PAMS Service database.
- To enhance MATOD service providers' understanding of consumer-related issues by improving communication, links and relationships between all parties.
- To continue to develop and strengthen ongoing relationships between the PAMS Service and MATOD service providers, welfare agencies, alcohol and other drug (AOD) services and community agencies.

Team Duties

- To maintain a high level of professionalism in the conduct of all duties at all times.
- To liaise with other members of staff to ensure a co-operative approach to working.
- To attend and contribute to staff and other relevant meetings as required.
- To participate in professional development and staff training.
- To be an active and contributing member of the HRVic staff team.
- To assist with activities of HRVic.
- Other duties deemed consistent with the function of the position by the CEO and/or the PAMS Program Coordinator.

Selection Criteria

Essential

1. Demonstrated experience working with people who inject drugs, who are opioid dependent and/or MATOD consumers in the areas of health promotion, education, advocacy, representation and/or community development or other related fields.
2. An ability to work with people in crisis who may present with complex or challenging behaviours in a supportive, non-judgemental way.
3. Comprehensive knowledge of MATOD and the structure of programs related to their provision.
4. Excellent interpersonal skills with the ability to build strong partnerships with a diverse range of stakeholders including consumers, service providers, community groups, welfare agencies and government officials.
5. A proven record of excellent verbal and written communication, including a sound level of computer skills with experience in the Microsoft Office 365 suite.
6. Demonstrated experience in working autonomously with minimal supervision, prioritising workloads within a busy and demanding environment to agreed deadlines.

Desirable

1. Relevant tertiary qualifications in health promotion, education, community development, research and/or related disciplines.
2. Demonstrated knowledge and understanding of the social issues affecting people who use drugs and/or opioid dependent people, specifically in relation to harm reduction, current drug policy and legal issues.
3. An intimate knowledge and understanding of MATOD from a consumer perspective.



Note: Due to the nature of our funding, we *may* be required to undertake a Working with Children Check for positions where staff are likely to work with those under the age of 18 and/or a Police Record Check on all potential employees. **A police record does not automatically disqualify anyone from working at Harm Reduction Victoria.** The nature of the record and its potential impact on the role will be taken into account by the organisation. **Please do not let this stop you applying.** If you have any queries or concerns about this process, please contact HRVic at admin@hrvic.org.au using the subject line: “PAMS Service Officer enquiry”.

Please email your expression of interest to admin@hrvic.org.au using the subject line: “PAMS Service Officer – Casual Position” by March 10, 2024.

Only shortlisted candidates will be contacted for further assessment and interview.
Previous applicants need not apply.



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