



ABN: 46 114 268 362

The Authentic Voice Of and For Victorians Who Use Drugs
NOTHING ABOUT US - WITHOUT US!

PAMS Services Officer

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

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).

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 provide a solution-focused, problem-solving telephone-based service for medication assisted treatment for opioid dependence, (MATOD) consumers and service providers.
- To provide non-judgemental 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.
- To support MATOD consumers to resolve program-related issues and concerns in order to preserve treatment continuity.
- To enhance MATOD service providers understanding of consumer-related issues by improving communication, links, and relationships between all parties.
- Maintain all relevant documents and/or reports, including case notes in the 'PAMS Service' data base.
- 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.
- To assist with reporting of activities to the CEO and the HRVic Board.
- To represent HRVic at relevant interagency meetings as required.
- To participate in policy development and review and service evaluation activities as directed.
- 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 opioid pharmacotherapies 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. Knowledge of pharmacotherapy prescribers and pharmacists, and an ability to appropriately respond to client and program related problems and/or concerns.
3. Demonstrated knowledge and understanding of the social issues affecting people who use drugs and/or opioid dependent specifically in relation to harm reduction, current drug policy and legal issues.
4. An intimate knowledge and understanding of MATOD from a consumer perspective

Note: We are required by the terms of our funding to undertake a Working With Children Check on people likely to work with those under 18 and a Police Record Checks on potential employees. A police record does not automatically disqualify anyone from working at Harm Reduction Victoria. The nature of



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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: **Service Officer, Pharmacotherapy Advocacy Mediation and Support enquiry.**