

BENDIGO COMMUNITY HEALTH SERVICES

POSITION TITLE: ALCOHOL AND OTHER DRUGS CARE AND RECOVERY COORDINATION SUPPORT WORKER

Name:	
Position number:	2126
Award/Agreement:	Community Health Centre (Stand Alone Services) Social and Community Service Employees Multi Enterprise Agreement 2017
Classification:	Social and Community Services Employee - Level 4
Site:	Holdsworth Road however the position may work from any Bendigo based BCHS site as negotiated
Hours per fortnight:	76.0 hours per fortnight (negotiable)
Tenure:	Ongoing
Position description developed:	July 2019
Responsible to:	Team Manager - Non-Residential Alcohol and Other Drug Services

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Kangaroo Flat:
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Elmore Primary Health:
Ph: (03) 5432 6001
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Our Vision

Better Health and wellbeing across generations.

Our Mission

Working hand in hand with our community to achieve healthier lives.

Our Values

- **Respect**
We build respectful relationships through trust, empathy and collaboration.
- **Inclusive**
We recognise and promote accessible, safe and holistic health care as a basic human right.
- **Integrity**
We are authentic, accountable and we honour our obligations.
- **Innovation**
Through continuous learning, we ensure an agile, responsive and sustainable service.

Strategic Directions

1. Programs for Equity

Commitment to achieving equitable health and wellbeing.

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2. Consumer and Community Centred Organisation

Understand and respond to community needs and consumer's lived experience.

3. Quality, Safety and Consumer Experience

Deliver the best consumer experience that is of consistent quality, safe and evidence-based.

4. Sustainability

Sustainable for purpose organisation.

Position Role

The Alcohol and Other Drugs (AOD) Care and Recovery Coordination (CRC) Support Worker role is responsible for working with consumers to coordinate their treatment, planning and care in accordance with their recovery goals. The role engages consumers in a thorough and comprehensive assessment of their needs developing a responsive recovery plan that addresses both short to long term goals.

The position will support the development of integrated treatment pathways for community members assessed as being complex and who often require support through Bendigo Community Health Services (BCHS) Residential Withdrawal Program. Tailored activities for individuals or groups will be supported through intra and interagency collaboration. The CRC Support Worker is located within the Non-Residential AOD Services team however will work closely with the Residential and Community-based Withdrawal team.

Key to the role's success is the ability to work collaboratively with consumers, their families and external stakeholders, to achieve optimum outcomes from pre-care to post-treatment.

Position Responsibilities

The responsibilities of the position are:

- Deliver care coordination to high needs complex consumers.
- Deliver pre-care supports and undertake meaningful comprehensive assessments.
- Develop responsive individual recovery plans that address consumer needs and priorities.
- Respond to the needs of priority and marginalised community groups.
- Provide supported referrals to other AOD treatment services and to other community sector programs.
- Liaise with other treatment providers to ensure treatment and recovery planning is current and reflects the individual's journey.
- Deliver information, advice and brief interventions (individual and group) that engages motivational interviewing and relapse prevention strategies.
- Lead care coordination mechanisms that ensure continuity of care.
- Undertake discharge planning, recording goals/outcomes achieved and post-treatment goals.
- Deliver assertive follow-up and provide AOD treatment re-engagement opportunities as appropriate.
- Build sustainable intra and inter agency connections that meet the holistic needs of consumers and family members with particular attention to dependent children.
- Proactively monitor and report on priority waitlist.
- Collect, collate and report consumer engagement against programmatic expectations and role key performance indicators.
- Undertake other duties and functions as directed, commensurate with current level of skills and classification.

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- Facilitate or co-facilitate AOD group work as required.

The Role of the Team

The non-residential AOD team sits within the broader AOD programs and services portfolio alongside the clinical programs including residential withdrawal program (Nova House), community-based withdrawal program and pharmacotherapy services. In turn, AOD services are a portfolio of the Continued Health and Independence team which also includes Settlement Services and Cultural Diversity projects.

The current programs within the non-residential AOD team include:

- Needle Syringe Program
- Mobile Drug Safety
- Care and Recovery Coordination
- AOD Counselling including Forensic Counselling
- Family Support Worker
- Initial Assessment and Care Planning
- AOD Family Violence Advisor

Staff within these programs provide a broad range of support to highly marginalised individuals and families as well as at risk communities. The suite of services covers initial contact, brief interventions, longer term therapeutic and clinical supports, information, harm reduction education and referral into treatment services both internally and externally. Targeted service users often have very limited engagement with services therefore care plans need to be flexible and individually responsive. Individuals and families being supported by the AOD team receive an integrated response, which addresses their priority needs.

Key Selection Criteria

Essential

1. A tertiary qualification in a related area of health and/or community services.
2. A Certificate IV in Alcohol and Other Drugs or have completed the Alcohol and Other Drugs core competencies or able to complete within the first twelve months of employment.
3. Experience in the provision of assessment and brief intervention services within the Alcohol and Other Drugs sector.
4. Proven ability to effectively work with people and families experiencing disadvantage from alcohol and other drug use in a respectful, compassionate and positive manner.
5. Excellent interpersonal and communication skills and the ability to work as a member of a multidisciplinary team.
6. A personal commitment to promoting equality, diversity and human rights in all aspects of service delivery and the ability to work with a range of people and organisations.
7. An ability to demonstrate and display the values of Bendigo Community Health Services.
8. Strong record keeping skills.
9. Demonstrated ability to develop responsive care plans and the ability to be self-directed.
10. Demonstrated understanding of community-based interventions for reducing alcohol and drug related harm.
11. A current Drivers Licence.
12. A current Working with Children Check.

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Desirable

1. Intermediate skills in Microsoft Office.

Probationary Period

Employment with BCHS is conditional on satisfactorily completing a probationary period of six (6) months from date of commencement. During this period your performance will be reviewed with your Manager and, assuming this is mutually satisfactory, your employment will be confirmed at the end of this period.

Staff Review and Development (SRD)

Each BCHS staff member is required to participate in the annual SRD process. The SRD will be based on the Position Role and Responsibilities and Key Selection Criteria in addition to the relevant Branch and Team Plans and the following Performance Indicators.

Self-Management:

Demonstrated experience and understanding of the need for ongoing personal and professional development that contribute to self-satisfaction and professional growth

- Continually develop personally and professionally to meet the changing needs of your position, career and industry.
- Demonstrate behaviours that lead you to achieving your goals.

Communication and Team Work:

High level communication and interpersonal engagement that contributes to productive and collegial relationships between staff and with consumers

- Display your capacity for self-awareness through reflection, planning and communication.
- Show evidence of your ability to work co-operatively within a team to achieve team goals.
- Establish and develop as key functions of relationship management, regular and professional communication with all your relevant colleagues.
- Demonstrate alignment and integration of practice according to BCHS' Vision, Values, and Strategic Directions.

Administration and Documentation:

Through the use of BCHS processes ensure that all administration and documentation requirements are initiated and completed in a professional and timely manner.

- Show evidence that the administrative tasks of your position are completed in an orderly, timely and accessible manner.
- Demonstrate that your documentation is completed in an accurate, legally and ethically compliant standard, and is produced to an appropriate professional standard.

Learning:

Demonstrated knowledge and application of the capabilities required for this position including knowledge and understanding of appropriate equipment, legislation, policies and procedures.

- Show evidence of knowledge and understanding of BCHS Strategic Directions and the ability to link key strategic directions to individual and team work plans and individual self-development.
- Demonstrate initiative and enterprise skills that contribute to innovative outcomes.

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- Display an appropriate level of awareness of the implications for BCHS of decisions and situations that involve you and others.

Position Performance:

Demonstrate achievement of negotiated performance indicators specific to your position.

- Provide service delivery to at least the minimum level required by the funder.
- Demonstrate positive outcomes for consumers through your intervention.
- Show evidence of an integrated service delivery approach for consumers.

Diversity and Culture:

BCHS treats all people with respect; values diverse perspectives; participates in diversity training opportunities and provides a supportive work environment.

Child Safety:

BCHS values children from all backgrounds and is committed to making our community a safe, nurturing and welcoming place for children to grow and develop. We are committed to making sure **ALL** children reach their individual potential.

Other Essential Requirements

Staff will:

- Complete a satisfactory Police Check before employment is confirmed, the Police Check will be initiated by BCHS at the expense of the staff member.
- Sign the pre-existing Injury/Disease Declaration.
- Present a copy of your original professional qualifications document or registration (if required).
- Receive and comply with the BCHS Code of Conduct.
- Comply with BCHS Privacy Policy and Procedures.

BCHS believes that “Quality is everyone’s business, safety is my responsibility”

Co-operate with and contribute to BCHS Health and Safety procedures and participate in appropriate safety information and education activities as required.

Other Information

- BCHS is an Equal Opportunity Employer.
- All BCHS sites are smoke free workplaces.
- BCHS is committed to employing people from diverse backgrounds and providing a workplace free from discrimination and harassment.
- BCHS has a commitment to environmental sustainability.

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 Approved: Peter Richardson
 Executive Director

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 Agreed: Alcohol and Other Drugs Care and Recovery Coordination Support Worker