

BENDIGO COMMUNITY HEALTH SERVICES

POSITION TITLE: WELFARE WORKER

Award:	Community Health Centre (Stand-Alone Services) Social and Community Service Employees Multi Enterprise Agreement 2017
Classification:	Social and Community Services Employee – Level 3
Site:	Nova House - however the position may work from any Bendigo based BCHS site as negotiated
Hours per fortnight:	Various part time hours available to successful applicants
Tenure:	On Going
Position description developed:	May 2020
Responsible to:	Team Manager – Alcohol & Other Drugs Clinical Services

We want (Vision)

Better health and wellbeing across generations.

We exist (Mission)

To work hand in hand with our community to achieve healthier lives.

We strive for (Values)

- **Integrity**
We are authentic and accountable, and we honour our obligations.
- **Respect**
We build respectful relationships through trust, empathy and collaboration.
- **Inclusive**
We recognise and promote accessible, safe and holistic supports and services as a basic human right.
- **Innovation**
Through continuous learning, we ensure an agile, responsive and sustainable service.
- **Togetherness**
We create a sense of connectedness, pride and support through enjoying our work and being passionate about making a difference.

Our pillars	Consumer and Community	Influence	Visible	Sustainable
The change we want to see	People in our community, especially those most in need, have improved health and wellbeing	We use evidence, data and the voice of our community to shape our supports and services	Our service is identified as a quality provider and our people are recognised as leaders	Our sustainability is based on a healthy culture, improved systems, outcomes and growth

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Position Role

The role of the position is to support persons undergoing withdrawal from alcohol and other drugs (AOD) within the Adult Residential Withdrawal Service (Nova House).

The focus of the role is to provide a comprehensive, accessible, high quality range of care and support to individuals and their families accessing withdrawal services from across the Department of Human Services regions of Victoria.

Position Responsibilities

The responsibilities of the position are:

- Provide a comprehensive range of care and support including, assessment, care planning, case coordination, discharge planning and facilitation into post-withdrawal supports and other options to persons with complex issues related to their use of alcohol and other drugs.
- Initiate, provide and participate in the provision of therapeutic interventions, lifestyle activity programs and groups for persons whilst at the residential service.
- Provide a range of educational interventions in the areas of blood-borne virus prevention; overdose prevention and management; relapse prevention and other harm reduction and healthy lifestyle interventions.
- Contribute to the development, implementation and evaluation of the therapeutic program and lifestyle activities for the consumers in the residential service where required.
- Undertake household and domestic duties such as shopping, food preparation, cleaning, laundry and other duties as required that assist in maintaining a clean, safe and comfortable homely environment.
- Facilitate a positive team culture that reflects BCHS' values and supports effective communication and resolution of conflicts;
- Participate in BCHS continuous quality improvement activities;
- Other duties as directed.

The Role of the Team

The Alcohol and Other Drugs Withdrawal Services team is a multi-disciplinary team, supporting consumers requiring a range of treatment, support and education related to their use of AOD. The team supports consumers along the continuum of AOD use from active using to seeking access to stop their use with a pathway to recovery. The focus of the team is to provide seamless treatment and support pathways, coordinated service and a range of information and education interventions relating to harm reduction.

Key Selection Criteria

Essential

1. A Certificate, Diploma or Degree in Welfare, Community Development, Youth Work, Social Work, Counselling or other health science related field, which meets the registration requirements of the specific discipline in Victoria or demonstrated experience of a minimum of two years working in a related field;
2. A commitment to attaining the AOD minimum core competencies (if not already achieved) under your own undertaking within the first two years of employment;
3. Current First Aid and CPR Certification;
4. Demonstrated ability to provide a comprehensive range of care and support including, assessment, case coordination, care planning, discharge planning and facilitation into other support services;

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5. Demonstrated understanding of a range of related areas including blood-borne virus prevention, overdose prevention and management, relapse prevention and other harm reduction and harm minimisation interventions;
6. Demonstrated capacity to work shift work Monday to Sunday as rostered along with the capacity to work unsupervised on evening and night shifts and at other times as required;
7. Excellent interpersonal and communication skills with consumers, partners, families, staff and other service providers;
8. Demonstrated ability to work as a member of a multidisciplinary team;
9. Ability to demonstrate the values of Bendigo Community Health Services;
10. Competent level IT skills and the use of computers for word processing, email and internet;
11. Demonstrated understanding of diversity and inclusiveness as a human rights issue;
12. Demonstrated commitment to continuous improvement, learning and innovation.

Desirable

1. Alcohol and Other Drug core competencies (including CHCAOD402A, CHCAOD406D, CHCAOD408C and CHCMH4010A).
2. Experience in working in a community or residential support services setting.
3. Current driver's licence.

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 & 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.

Position Performance:

Demonstrate achievement of negotiated performance indicators specific to your position.

- Provide comprehensive withdrawal service delivery to consumers and support for their families according to AOD competency standards and clinical treatment guidelines, service agreements and accreditation standards.
- Demonstrate contemporary knowledge and skills in AOD withdrawal practice and working with consumers with co-existing AOD and mental health conditions.
- Demonstrate ability to provide sensitive nonjudgmental practice in response to consumer diversity.

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.
- Demonstrate understanding and behaviour to reflect that BCHS aims to treat all people with respect, values diverse perspectives and participates in diversity training opportunities.

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

Diversity and Culture:

BCHS treats all people with respect; values diverse perspectives; participates in diversity training opportunities; and provides a supportive work environment. BCHS is committed to employing people from diverse backgrounds and providing a workplace free from discrimination and harassment.

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 to 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.
- Sign the pre-existing Injury/Disease Declaration.
- Agree to comply with BCHS' policies and procedures including the Code of Conduct.
- Actively contribute to continuous quality and service delivery improvement through the organisation.
- Be proactive in risk identification, notification and management.

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

Co-operate with and contribute to BCHS Occupational Health & 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 has a commitment to environmental sustainability.