

BENDIGO COMMUNITY HEALTH SERVICES

POSITION TITLE: ALCOHOL AND OTHER DRUGS COUNSELLOR AND FAMILY DRUG SUPPORT PRACTITIONER

Award:	Community Health Centre (Stand Alone Services) Social and Community Service Employees Multi Enterprise Agreement 2017
Classification:	Social and Community Services Employee – Level 4 Pay Point to be determined on skills and experience
Site:	This position is primarily based at our Kangaroo Flat site, however may be required to work from any BCHS site or outreach location as negotiated.
Hours per fortnight:	60.8 hours per fortnight (0.8 EFT)
Tenure:	12 months fixed term (minimum)
Position description developed:	July 2021
Responsible to:	Senior Leader - Non-Residential Alcohol and Other Drug 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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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 Wellbeing, Inclusion and Independence team which also includes Settlement Services and Refugee & 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.

Position Role

Bendigo Community Health Services (BCHS) are seeking a suitably qualified Alcohol and Other Drugs (AOD) Counsellor to join our non-residential team. The adult counselling role will support the development and delivery of evidence based individual and group therapeutic counselling interventions.

This position combines both the role of AOD Counsellor and Family Drug Support practitioner. The role provides psychosocial support to community members who use drugs and alcohol as well as working with the families of those that use substances of dependency. The role is evenly split 2 days per week to programmatic roles.

The Family Drug Support aspect of the role provides families with strategies for setting boundaries, dealing with conflict, building resilience and taking care of themselves and others. Working with community both individually and within group settings as well as liaising and coordinating integrated supports with the broader AOD team.

Position Responsibilities

The responsibilities of the position are:

- Provide initial response, single session counselling support and co-facilitate a group-based program to families and carers of people dependent on, or recovering from, alcohol and other drug use.
- Comprehensively assess the needs of community members referred to the AOD Counselling service.
- Provide therapeutic counselling treatment working with consumers to realise their goals.
- Maximise access to support for families and supporters of people using alcohol and other drugs responding to the needs of significant others.
- Improve the health and wellbeing of families, supporters and consumers affected by drugs and alcohol.
- Provide a culturally responsive service that caters for population diversity.
- Work collaboratively with team members across both non-residential and clinical AOD program areas.

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- Provide flexible responsive supports that connect consumers to both internal and external services that address non-AOD priority needs.
- Adhere to appropriate governance, performance monitoring, data reporting and other quality assurance mechanisms.
- Build the capacity of the broad service sector to support families and consumers who are impacted by drug and alcohol.
- Participate in clinical, group and management supervision and commit to critical reflection and discussion of values and ethical conduct.
- Other duties as directed.

Key Selection Criteria

Essential

1. A tertiary qualification and demonstrated experience in Counselling, Social Work, Community Development and/or other community health related discipline.
2. Extensive experience working within the alcohol and other drugs sector and/or qualifications in counselling theory and practice.
3. Demonstrated understanding of the social model of health and how to integrate these principles into practice.
4. Demonstrated experience in report writing, case noting and program data reporting; ideally relating to alcohol and other drug practice and consumer outcomes.
5. Excellent interpersonal skills and demonstrated capacity to communicate effectively with a broad range of stakeholders and consumers.
6. Demonstrated ability to work as a member of a multidisciplinary team.
7. Demonstrated knowledge of alcohol and other drug individual and group treatment practices, especially in relation to working with families.
8. Proficiency in Microsoft Office software and across a range of platforms.
9. Current Drivers Licence.
10. Current Working with Children Check.

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 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.
- Participate in supervision and professional development as negotiated with line manager.
- Knowledge and compliance with BCHS privacy and confidentiality procedures.

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.

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- 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.

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 BCHS' values.

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; provides 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 all required probity checks **before** employment is confirmed.
- Present a copy of original professional qualifications document or registration (if required).
- Receive and 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.

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

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

Other Information

- Salary Packaging is available to the successful applicant.
- BCCHS’ Employee Assistance Program is available to employees and immediate family.
- BCCHS is an Equal Opportunity Employer.
- All BCCHS sites are smoke free workplaces.
- BCCHS has a commitment to environmental sustainability.

APPROVED