

BENDIGO COMMUNITY HEALTH SERVICES

POSITION TITLE: ALCOHOL AND OTHER DRUGS REFERRAL, ASSESSMENT AND BRIEF INTERVENTION WORKER

Award:	Community Health Centre (Stand Alone Services) Social and Community Service Employees Multi Enterprise Agreement 2017
Classification:	Classification will be based on qualifications and experience
Site:	Predominantly working from BCHS Holdsworth Road site however the position may work from any Bendigo based BCHS site as negotiated
Hours per fortnight:	.8 FTE
Tenure:	12 Month Fixed Term
Position description developed:	September 2020
Responsible to:	Team Manager – 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: 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 cover 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

The Alcohol and Other Drugs (AOD) Referral, Assessment and Brief Intervention role will provide a central point for all Alcohol and Other Drug referrals for treatment options provided by Bendigo Community Health Services.

The position provides an initial treatment contact for external and internal referrals coordinating pathways into therapeutic assessment and treatment streams. The role provides a supportive function to the BCHS AOD teams monitoring waitlist management and overseeing data collection processes. The role is pivotal to integrating AOD treatment streams across the Clinical and Non-Residential program teams, working collaboratively with consumers, their families and external stakeholders to achieve optimum outcomes.

The position will need to foster strong relationships with the ACSO AOD Intake personnel and have a sound understanding of the different treatment streams and options that are available for referral to ensure efficient consumer friendly processes.

The role is line-managed by the Team Manager of Non-Residential AOD Programs however works collaboratively with the Clinical AOD Team and will receive support and guidance from the Clinical Team Manager.

Position Responsibilities

The responsibilities of the position are:

1. Receive initial requests for AOD treatment streams; assess need, urgency and capacity to ensure consumers have access to the most appropriate services as soon as possible.
2. Coordinate timely effective therapeutic supports in collaboration with BCHS alcohol and drug treatment services.
3. Deliver/coordinate bridging supports that are responsive to the needs of individuals, families and groups.
4. As the initial contact person, the role liaises with a range of stakeholders to determine the therapeutic needs of the person, building upon the initial referral.
5. Facilitate and coordinate access to both AOD and other BCHS services as required by the individual or family.

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6. Proactively monitor and report on priority waitlist.
7. Collect, collate and report consumer engagement and program data as required.
8. Lead staff training of the Victorian Alcohol and Drug Collection (VADC) data collection requirements.
9. Co-facilitate AOD group work (dependent on previous experience).
10. Provide AOD information, advice and support to members of the community and other professionals.
11. Contribute to service integration, team development and BCHS strategic directions.
12. Undertake responsibilities of the position adhering to professional standards, relevant legislation and Occupational Health and Safety Legislation and requirements.
13. Working within current equity and access legislation/standards inclusive of all abilities, cultures, genders, sexuality, age and faith.
14. Perform other duties as directed that are within the limits of the staff member's skill, competence and training and the scope of the staff member's award/agreement classification.

Key Selection Criteria

Essential

1. Tertiary qualification in related area of health and/or community services.
2. Experience in the provision of assessment and brief intervention services within the AOD sector.
3. Proven ability to effectively work with people and families experiencing disadvantage from alcohol and other drugs use in a respectful, compassionate and positive manner.
4. Excellent computer, organisational and time management skills, and the ability to be self-directed and manage competing priorities.
5. Demonstrated ability to work as a member of a multi-disciplinary team
6. Personal commitment to promoting equality, diversity and human rights in all aspects of service delivery and proven ability to work with a range of people and organisations.
7. Demonstrated understanding of community-based interventions for reducing alcohol and drug related harm.
8. Experience in the collection, collation, analysis, development and delivery data reports.
9. Excellent interpersonal skills and communication skills and ability to work as a member of a multidisciplinary team.
10. Current drivers licence and 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.

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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.
- Achieve system process efficiencies in collaboration with line management.
- 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.
- 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.

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.

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Other Essential Requirements

Staff will:

- Complete all required probity checks BEFORE employment is confirmed.
- 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 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.