

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:	Social and Community Services Employee - Level 4
Site:	Kangaroo Flat however the position may work from any Bendigo based BCHS site as negotiated
Hours per fortnight:	76.0 hours per fortnight (1.0 EFT)
Tenure:	12 months fixed term (maternity leave cover)
Position description developed:	October 2022
Responsible to:	Senior Leader AOD Non-Residential

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 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

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 will be the initial treatment contact, provide pathways into treatment streams, brief interventions and waitlist management. As well as coordinating access to therapeutic assessment and treatment, the role also undertakes some assessment functions, provides bridging support to people awaiting treatment, and facilitate therapeutic groups. The role will be 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 Senior Leader of Non-Residential AOD Programs however works collaboratively with the Clinical AOD Team and will receive support and guidance from the Clinical Senior Leader.

Position Responsibilities

The responsibilities of the position are:

- 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.
- Coordinate timely effective therapeutic supports in collaboration with BCHS alcohol and drug treatment services.
- Deliver/coordinate bridging supports and brief interventions that are responsive to the needs of individuals, families and groups.
- As the initial contact person you will liaise with consumers, family members and health practitioners to determine the therapeutic needs of the person, building upon the initial referral.

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- Facilitate and coordinate access to both AOD and other BCHS services as required by the individual or family.
- Build sustainable intra and interagency connections that meet the holistic needs of clients and family members
- Proactively monitor and report on priority waitlist.
- Collect, collate and report consumer engagement and program data as required.
- Undertake other duties and functions as directed, commensurate with current level of skills and classification.
- Facilitate or co-facilitate AOD group work as required
- Provide AOD information, advice and support to members of the community and other professionals.

Key Selection Criteria

Essential

1. Tertiary qualification in related area of health and/or community services.
2. Proven ability to effectively work with people and families experiencing disadvantage from alcohol and other drugs use in a respectful, compassionate and positive manner.
3. Experience in undertaking client needs assessment processes.
4. Excellent computer, organisational and time management skills, and the ability to be self-directed and manage competing priorities.
5. 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.
6. An ability to demonstrate and display the values of Bendigo Community Health Services.
7. 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.
11. Ability to provide vaccination information that meets the requirements for healthcare workers.

Desirable

1. MARAM and Family Violence training and professional development
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.

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.

- Maintaining an active caseload that ensures funding targets are consistently achieved.
- Actively engaging in mandatory training at a programmatic and organisational level.
- 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.
- 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.

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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.
- Provide vaccination information that meets the requirements for healthcare workers.
- Present a copy of original professional qualifications document or registration (if required).
- Receive and comply with BCCHS' 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.

BCCHS 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 would be 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