

POSITION DESCRIPTION

Position Title:	Senior Welfare Worker- Nova House
Award:	Community Health Centre (Stand-Alone Services) Social and Community Service Employees Multi Enterprise Agreement 2022
Classification:	Social and Community Service Employee - Level 5 Year 1
Site:	This position is primarily based at our NOVA House site, however, may be required to work from any BCHS site or outreach location as negotiated.
Hours per fortnight:	60.8 hours per fortnight (0.8FTE)
Tenure:	Fixed term for 12 months
Position description developed:	April 2025
Responsible to:	Senior Leader- Alcohol & Other Drugs Clinical Services

ABOUT BENDIGO COMMUNITY HEALTH SERVICES (BCHS)

BCHS is located across five sites in the City of Greater Bendigo, Central Victoria. BCHS has a proud 50-year history and provides more than 50 services across medical and allied health, family services, drug and alcohol, mental health, settlement services, health promotion and more, with a focus on vulnerable people and communities.

The organisation has more than 280 staff supporting people of all ages and stages of life to access quality, person-centred care. We foster a values-aligned, positive and thriving culture where staff feel safe and supported. Staff have clarity of roles and work in an environment of accountability. The success of BCHS is dependent on our staff who provide a high level of professionalism and dedication.

VISION

Better health and wellbeing across generations.

PURPOSE

Supporting you and your family to live healthy lives.

VALUES

Lived and Living Experience: We listen to understand. We value our communities, their backstories, lived and living experiences and cultures and learn from them to tailor our services.

Equity: We provide equitable and inclusive health and wellbeing services, ensuring they are culturally responsive and accessible.

People: We maintain a skilled, engaged and professional workforce, including people with lived experience, and enable a culture of continuous learning.

Partnership: We understand trust and partnerships are key to achieving our purpose. We listen and learn - and share our knowledge and expertise in collaboration and co-design with our community, ensuring we are providing local solutions to community need.

Integrity: We uphold the values of the Universal Declaration of Human Rights and approach all we do with kindness and respect. We are ethical in all we do.

TEAM ROLE

Our Alcohol and Other Drug (AOD) Services operates across a comprehensive continuum of care, encompassing both clinical interventions and wellbeing support services. Clinical Services include:

- Nova House: A specialised 5-bed low risk residential withdrawal facility providing evidence based clinical and psychosocial interventions for individuals undertaking alcohol and/or drug withdrawal.
- Home-Based Withdrawal Service: Enabling suitable candidates to access supervised withdrawal treatment while remaining in their home environment.
- Pharmacotherapy Clinic: Operating from our Kangaroo Flat site, delivering comprehensive Opiate Replacement Therapy (ORT) through our multi-disciplinary team of General Practitioners and Nurse Practitioner, including clinical assessment, prescription management, and medication dispensing.

Our Wanyanimbik Wayan AOD wellbeing service operates from a separate purpose-built wellness facility co-located with Nova House, providing integrated psychosocial support throughout the recovery journey. Targeted AOD services delivered by the wellbeing team includes bridging support, assessment, care coordination, counselling, mobile drug support and a needle syringe program. The Wanyanimbik Wayan team works closely with Nova House residents, providing specialised transition support as people prepare to return home, ensuring continuity of care and sustained recovery outcomes. The integration of clinical and wellbeing services enables BCHS to deliver holistic, person-centred care that addresses both immediate treatment needs and longer-term recovery goals.

POSITION ROLE

The Senior Welfare Worker plays a critical leadership role in the effective delivery of the Residential Withdrawal program at Nova House.

The Senior Welfare Worker is responsible for a roster of approximately 10 Welfare Workers who work on a part time and casual basis. The role will be crucial in building the capability of the service to support consumers accessing withdrawal, maintaining and improving the client program facilitated by Welfare Workers, and providing the management and leadership support required for the Welfare Worker workforce to be confident, competent and perform their roles with impact. The Senior Welfare Worker will be expected to work in collaboration with the nursing staff and Senior Leader, to build clinical governance systems, and other policies and procedures that relate to the scope of practice for the welfare workers.

POSITION RESPONSIBILITIES

The responsibilities of the position are:

Leadership & Program Development

- Lead and provide advanced AOD expertise to the Welfare Workers
- Develop, implement and evaluate evidence-based groups
- Mentor and supervise welfare worker staff in the delivery of AOD therapeutic programs and interventions

- Lead the team with expert guidance for working with challenging clients
- Ensure comprehensive recovery and discharge plans are developed with each client
- Research and incorporate emerging best practices in substance use treatment into program design

Quality Improvement & Service Evaluation

- Contribute to leading continuous quality improvement initiatives specific to AOD residential services
- Contribute to leading the evaluation of consumer satisfaction surveys, report on findings and implement recommendations
- Lead regular psychosocial program reviews and develop strategic recommendations for service improvement
- Participate in relevant sector committees and working groups

Education & Capacity Building

- Develop and implement harm reduction training materials for staff and clients
- Lead professional development sessions on advanced topics in substance use treatment and recovery
- Establish relationships with internal and external stakeholders to enhance referral pathways and educational opportunities

Team Leadership & Operational Management

- Provide monthly supervision and mentorship to the rostered Welfare Workers
- Foster a positive team culture that promotes professional growth, collaboration, and excellence in client care
- Participate in the recruitment, orientation, and development of new team members
- Conduct monthly team meetings for staff
- Manage the rotating roster and leave planning for staff
- Model BCHS values and best practices in all professional activities

Service Coordination & Community Engagement


- Represent the service in multi-disciplinary and inter-agency forums
- Develop and maintain strategic partnerships with complementary services and referral agencies
- Contribute to policy development and advocacy efforts related to substance use treatment

KEY SELECTION CRITERIA

Essential

1. A certificate, diploma or bachelor's degree in Welfare, Community Development, Youth Work, Social Work, Counselling or other health science related field.
2. Specific AOD qualification such as Alcohol and Other Drug skill set, tertiary education or alternatively at least five years' work experience in AOD community settings.
3. Proven leadership and management experience in a community or residential setting,

managing people and/or teams to meet service objectives.

4. Demonstrated ability to develop and evaluate psychosocial programs.
5. Strong understanding of contemporary harm reduction approaches and evidence-based practices.
6. 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.
7. Excellent interpersonal and communication skills with consumers, partners, families, staff and other service providers.
8. Strong conflict resolution skills adaptable to both client and staff to maintain a positive residential service.
9. Ability to demonstrate the values of Bendigo Community Health Services.
10.  Current First Aid and CPR Certification.
11. A current employee Working with Children Check and Drivers Licence.
12. The successful applicant will also be required to undertake and complete a Satisfactory National Police 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 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.
- Participate in supervision and professional development as negotiated with line manager.
- Knowledge and compliance with the BCHS privacy and confidentiality procedures.

Communication and Teamwork:

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 the 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 teamwork 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 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 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' Employee Assistance Program is available to employees and immediate family.
- BCHS is an equal opportunity employer.
- All BCHS sites are smoke and vape free workplaces.
- BCHS has a commitment to environmental sustainability.
- Salary packaging is available to ongoing and fixed term staff.
- Fitness passport.

