

POSITION DESCRIPTION

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| Position Title: | Alcohol and Other Drugs Triage & Intake Coordination Clinician |
| Award: | Community Health Centre (Stand Alone Services) Social and Community Service Employees Multi Enterprise Agreement 2022. |
| Classification: | Social and Community Services Employee Level 4 |
| Site: | This position is primarily based at our Holdsworth Road 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 FTE) |
| Tenure: | Fixed Term- 12 months |
| Position description developed: | May 2025 |
| Responsible to: | AOD Development Lead, AOD Wellbeing 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

The Alcohol and Other Drugs (AOD) 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.

The AOD Team consists of the AOD Clinical Services team and the AOD Wellbeing Services team. The AOD Clinical Services consist of Residential Withdrawal services (Nova House), Non-Residential Withdrawal services and Pharmacotherapy services.

The AOD Wellbeing Services include Needle Syringe Program, Mobile Drug Safety, Care and Recovery Coordination, Counselling including Forensic counselling, Family Support Worker, Initial Assessment and Care Planning, and AOD Family Violence Advisor.

POSITION ROLE

As well as coordinating access to therapeutic assessment and treatment, the role also provides bridging support to people awaiting treatment and facilitates therapeutic groups. The role is pivotal to integrating AOD treatment streams across the clinical and AOD wellbeing services, working collaboratively with consumers, their families and external stakeholders to achieve optimum outcomes.

The position will foster strong relationships with the catchment-based intake service and have a sound understanding of the different treatment streams and options that are available for referral to ensure efficient consumer friendly processes.

POSITION RESPONSIBILITIES

The responsibilities of the position are:

- Receive initial requests for service for AOD treatment streams. Assess needs, urgency and capacity to ensure consumers have access to the most appropriate services as soon as possible.
- Work with consumers, their families and catchment-based intake services to triage and provide intake coordination for referrals.
- As the initial contact you will liaise with consumers, family members and health practitioners to determine the therapeutic needs of the person, building upon the initial referral.
- Facilitate and coordinate access to both AOD and other BCHS services as required by the individual or family.
- Coordinate timely assessment appointments.
- Deliver/coordinate bridging supports and brief interventions that are responsive to the needs of individuals, families and groups.
- Build sustainable intra-agency and inter-agency connections that meet the holistic needs of consumers and family members with particular attention to dependent children.
- Facilitate or co-facilitate group work as required.

- Provide AOD information, advice and support to members of the community and other professionals.
- Proactively monitor and facilitate allocations to manage the waitlist.
- Collect, collate and report consumer engagement and program data as required.
- Undertake other duties as directed.

KEY SELECTION CRITERIA

Essential

1. A tertiary qualification and demonstrated experience in Social Work, Community Services and/or other community health related discipline.
2. Experience working within the AOD sector and/or completion of the AOD skillset (or a willingness to undertake it within the first 12 months of employment).
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 AOD practice and consumer outcomes.
5. Excellent interpersonal skills and demonstrated capacity to communicate effectively with a broad range of stakeholders and consumers.
6. Demonstrated knowledge of AOD individual and group treatment practices, especially in relation to working with families, including a comprehensive understanding of harm reduction principles and practice.
7. Proficiency in Microsoft Office software and across a range of platforms.
8. A current employee Working with Children Check and Driver's Licence.
9. The successful applicant will also be required to undertake and complete a Satisfactory National Police Check.

Desirable

1. Understanding of the Greater Bendigo region and local service system.
2. Experience working with diverse communities including Aboriginal and Torres Strait Islander people, CALD communities, and LGBTQI+ communities.

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 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 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

- Salary packaging would be available to the successful applicant.
- 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.

