



POSITION DESCRIPTION

POSITION TITLE:	AOD Care and Recovery Coordinator
PROGRAM:	Therapeutic Services
STATUS:	Part Time (68.4hrs per fortnight), Ongoing
REPORTING TO:	AOD Manager
LOCATION:	200 Hoddle Street, Abbotsford with outreach and co-location in Inner West Melbourne
CLASSIFICATION:	VAC/GMHC Employment Agreement April 2014, SCHADS/SACS Level 4 Thorne Harbour Health pays above award rates.

1. ORGANISATIONAL ENVIRONMENT

Thorne Harbour Health (THH) is a community-controlled health organisation governed by our members and accountable to the *communities we serve*.

THH began in July 1983 and for over 40 years, the organisation has been a leader in the community's response to HIV and AIDS. THH has been delivering services in South Australia for ten years. THH aims to improve the health, social and emotional well-being of LGBTIQ+ communities and those living with or affected by HIV, with a particular emphasis on bringing the HIV and AIDS epidemic to an end.

Our Vision

A world where our communities are healthy and live safely, with dignity and wellbeing.

Our Mission

To deliver community-led and culturally appropriate health and wellbeing programs informed by and responsive to our communities, always advocating to reduce stigma and discrimination.

The Communities We Serve

When we talk about 'the communities we serve', language matters. We use words in ways that acknowledge and demonstrate respect for the way we describe our bodies, genders, and relationships. The terminology our communities use is complex and evolves, and identities can shift and change over the course of a person's life. We now use the LGBTIQ+ acronym as a collective term, but not all see it as inclusive enough. At Thorne Harbour Health, the communities we serve are made up of unique people with diverse backgrounds and experiences who identify as lesbian, gay, bisexual, people with innate variations of sex characteristics, trans and gender diverse, non-binary, intersex, queer, other sexualities, gender bodily diverse people, and all people living with HIV. HIV continues to be important to us because it's where we began and will always be part of our communities' experience. While we remain committed to using and advocating for inclusive language and will endeavour to always describe people in the way they describe themselves, for the purpose of communication and accessibility of this strategic plan, we

will use the term 'our communities' when referring to the diverse communities we serve.

2. PROGRAM CONTEXT, ROLE & FOCUS

Therapeutic Services & Capacity Building provide therapeutic counselling and support services to individuals, couples, and families as well as group programs. We also develop and deliver training and capacity building to community and other organisations. These specialist services target the LGBTIQ+ community and people living with or affected by HIV or Hepatitis C.

Thorne Harbour Health's services to the LGBTIQ+ community and people living with HIV recognise the importance of specialist responses led by the LGBTIQ+ community for the community and that HIV related programs adhere to the principles of the meaningful involvement of people living with and affected by HIV.

3. POSITION ROLE AND RESPONSIBILITIES

Assessment, planning, intervention, and ongoing support

- Undertake comprehensive AOD assessment of clients presenting for service at THH
- Actively participate in regular service clinical review meetings, presenting case summaries and assessments as they are completed
- Work with clients, their families and other key services to develop long-term care plans that:
 - Are informed by the comprehensive assessment and initial treatment plan
 - Identify a clear treatment pathway where multiple interventions are required
 - Identify service coordination activities
 - Set out specific, measurable, achievable, and relevant treatment goals
 - Address associated needs of families and dependent children, if required
 - Uphold principles of harm reduction
 - Facilitate where indicated client care plan meetings with the client and other health professionals and significant others to create collaborative and comprehensive plans for the client.
- Provide care, support, and coordinated care for eligible clients referred from catchment-based assessment services, maintaining an appropriate case load
- Provide clients with supported referral to other alcohol and drug treatment services as required
- Liaise with AOD services regarding the person's progress against treatment goals
- Deliver information, advice and brief interventions such as motivational interviewing or group work and relapse prevention to clients, as required
- Undertake discharge planning, recording goals/outcomes achieved and post-treatment goals
- Maintain accurate records of client case notes and contacts and ensure data entry on the client database is up to date, accurate and complete
- Achieve performance targets as set and work within Program guidelines
- Work within THH privacy policy and adhere to all THH policies and procedures, including professional codes of practice

Care coordination and Continuity

- Lead care coordination or provide support where the person has an existing care coordination worker, to ensure continuity of care for the person, by:
 - Preparing the person for their next phase of treatment or care
 - Onward referral, liaison, case conferencing or collaborative work with other service providers, including those beyond the AOD sector, re the needs of the

- person
 - Identifying and linking clients to peer workers, volunteers and broader community supports
 - Advocating on behalf of clients, where necessary
- Facilitate access to other health and human services support that the client may require
- Create and sustain strong interagency connections with, for example, local Aboriginal community-controlled health organisations, prescribing GPs, dispensing pharmacies, housing workers, and homelessness support, child protection, family services, debt/financial counselling, employment services, and community health services.

Professional Liaison and Consultation

The AOD Service provides an important opportunity for sector development and the AOD CRC will model and advocate for appropriate sector responses for clients with AOD concerns who may be LGBTIQ+ or living with HIV/HCV. The success of this aspect of the AOD Care and Recovery Coordinator's role is dependent on productive and professional relationships with internal and external collaborators.

- Maintain effective and collaborative relationships with care coordinators and service providers (both internal and external to THH) to ensure effective treatment pathways for clients
- Establish and maintain collaborative and productive working relationships with current and potential stakeholders and agency partners
- Participate in team planning, steering / reference groups and working parties both internal and external to the organisation, as appropriate to the service
- Act as a representative in forums and related interagency meetings as required
- Maintain regular communication and feedback with the AOD Team Leader to contribute to ongoing service improvement

Leadership and Participation

The success of the AOD Service relies on the energy, capacity, and contributions of staff members who operate in a supportive and learning environment. Staff members will engage, contribute, learn, and shape the service going forward.

- Work as part of the AOD team and broader Therapeutic Services & Capacity Building Program, contributing ideas and suggestions to support service innovation and program development
- Engage in program and organisational activities to enhance the provision of quality and effective AOD Services and allied services that will benefit the client group
- Actively participate in ongoing professional development activities, including individual and group supervision and by attending relevant training
- Support student placement and volunteer programs and supervise students and volunteer counsellors as requested
- Undertake other duties as directed in support of the organisation and its objectives.

4. KEY SELECTION CRITERIA

Qualifications

- A tertiary qualification relevant to case management practice, for example social work, and eligibility for membership of a relevant governing body (such as the AASW)
- Certificate IV in AOD, AOD key competencies, or willingness to undertake within 12 months of employment.

Skills and experience

- Experience working as a Case Manager and/or Care and Recovery Coordinator in the AOD sector.
- Experience and competence in the provision of assessment, risk management, treatment planning, and discharge planning
- Commitment to recovery-oriented approaches within a harm minimisation framework, acknowledging and building on people's own resilience and resources
- An interest in and willingness to work with people from LGBTIQ+ communities, including people in a non-judgmental and respectful manner

5. CONDITIONS OF EMPLOYMENT

- Salary is paid in accordance with the VAC/GMHC Employment Agreement 2014. The classification for the position is SCHADS Award/SACS Level 4.
- Salary packaging is a legitimate method of restructuring existing salary into a combination of salary and expense payment benefits to provide a higher net remuneration for the employee. This arrangement is available at Thorne Harbour Health.
- Employers' contribution to superannuation will also be paid.
- Conditions of employment are as stated in the VAC Employment Agreement 2014.
- The position is for 68.4 hours per fortnight.
- Completion by Thorne Harbour Health of a satisfactory police check.
- Evidence of a valid Working with Children Check.
- A willingness and ability to work flexible hours is required, including some early morning, evening and weekend meetings and other work-related commitments.
- A Confidentiality Agreement must be signed.
- Thorne Harbour Health is an equal opportunity employer. All staff members are required to contribute to creating a non-discriminatory workplace.
- Thorne Harbour Health provides a non-smoking workplace.
- Membership of the appropriate union is strongly encouraged.
- Candidates must have full working rights in Australia and may be required to provide proof of this eligibility.

6. PROFESSIONAL SUPERVISION

Thorne Harbour Health has a commitment to ensuring that staff members receive high quality supervision on a regular basis. This role is required to attend this supervision.

7. WORKPLACE HEALTH & SAFETY

As an employee of Thorne Harbour Health, staff need to strive to ensure a safe and healthy workplace by complying with the provisions of Section 25 of the Occupational Health and Safety Act 2004 (Duties of Employees).

8. APPLICATION PROCESS

Written applications addressing the selection criteria and including a resume and the names and contact details of two professional referees should be sent to recruitment@thorneharbour.org

For further enquiries, please contact Nic Robinson-Griffith – Manager, Therapeutic Services via email - Nic.Robinson-Griffith@thorneharbour.org

Applications close on Tuesday 24 February 2026

Important: it is essential that applicants specifically address the selection criteria. Where selection criteria have not been addressed, applications will not be considered.