

POSITION DESCRIPTION

Position Title:	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 3
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:	45.6 hours per fortnight (0.6 FTE) Rotating roster
Tenure:	Ongoing
Position description developed:	June 2026
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

The Alcohol and Drugs Withdrawal Services Team is a multi-disciplinary team, supporting consumers requiring a range of treatment, support and education related to their use of alcohol and other drugs (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.

POSITION ROLE

The role of the position is to support persons undergoing withdrawal from alcohol and other drugs (AOD) within the Adult Residential Withdrawal Service (Nova House).

The focus of the role is to provide a comprehensive, accessible, high-quality range of care and support to individuals and their families accessing withdrawal services from across the Department of Human Services regions of Victoria.

POSITION RESPONSIBILITIES

The responsibilities of the position are:

- Provide a comprehensive range of care and support, including assessment, care planning, case coordination, discharge planning and facilitation into post-withdrawal supports and other options to persons with complex issues related to their use of alcohol and other drugs.
- Initiate, provide and participate in the provision of therapeutic interventions, lifestyle activity programs and groups for persons whilst at the residential service.
- Contribute to the development, implementation and evaluation of the therapeutic program and lifestyle activities for the consumers in the residential service where required.
- Provide a range of educational interventions in the areas of blood-borne virus prevention; overdose prevention and management; relapse prevention and other harm reduction and healthy lifestyle interventions.
- Undertake household and domestic duties such as shopping, food preparation, cleaning, laundry and other duties as required that assist in maintaining a clean, safe and comfortable homely environment.
- Facilitate a positive team culture that reflects BCHS' values and supports effective communication and resolution of conflicts.
- Participate in BCHS continuous quality improvement activities.
- Other duties as directed.

KEY SELECTION CRITERIA

Essential

1. A Certificate, Diploma or Degree in Welfare, Community Development, Youth Work, Social Work, Counselling or other health science related field, which meets the registration requirements of the specific discipline in Victoria. Alternatively, demonstrated experience of a minimum of two years working in a related field.
2. A commitment to attaining the AOD minimum core competencies (if not

already achieved) under your own undertaking within the first year of employment.

3. 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.
4. Demonstrated understanding of a range of related areas including blood-borne virus prevention, overdose prevention and management, relapse prevention and other harm reduction and harm minimisation interventions.
5. Demonstrated capacity to work shift work Monday to Sunday as rostered, along with the capacity to work unsupervised on evening and night shifts and at other times as required.
6. Excellent interpersonal and communication skills with consumers, partners, families, staff and other service providers.
7. Demonstrated ability to work as a member of a multidisciplinary team.
8. Ability to demonstrate the values of Bendigo Community Health Services.
9. Competent level IT skills and the use of computers for word processing, email and internet.
10. A current employee Working with Children Check, Current First Aid and CPR Certification, Drivers Licence. The successful applicant will also be required to undertake and complete a Satisfactory National Police Check.

Desirable

11. Alcohol and Other Drug core competencies (including CHCAOD402A, CHCAOD406D, CHCAOD408C and CHCMH4010A).
12. Experience in working in a community or residential support services setting.

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.

