

Position Description

AOD Intake and Assessment Worker

Position Title:	AOD Intake and Assessment Worker
Position Number:	V0220
Manager/Supervisor:	AOD Integrated Services Coordinator
Division:	Operations
Program:	AOD Health Promotion and Homelessness
Primary Location:	Level 2, Victorian Pride Centre, 79-31 Fitzroy St, St Kilda, VIC 3182
Other Location:	Other BHN Sites
Classification Grade & Level:	Social & Comm Services Employee Level 5 (Pay point depending on experience)
Enterprise Agreement or Award:	Community Health Centre (Stand Alone Services) Social and Community Service Employees Multi Enterprise Agreement 2022
Mode of Employment:	Fixed Term - Part time

Better Health Network

Better Health Network (BHN) encompasses more than 22 locations and has over 800 staff work in multi-disciplinary teams to deliver health and disability outcomes. BHN is a responsive and agile community health service, providing a wide range of healthcare, social support, disability, and welfare services for all members of the community.

BHN provides services spanning all periods of life including specialist childhood, youth, and aged care services. In achieving its vision of health and wellbeing for all, BHN is guided by our distinct service principles, which include working with people and communities to achieve their health goals, understanding the context in which people live their lives, providing friendly, affordable, and holistic service.

Position Objective

The Central Intake and Assessment Worker is the first point of contact for clients, family members, GP's and other service providers. The role is responsible for providing information, support and facilitating access to the Victorian Alcohol and Other Drug (AOD) treatment system.

The worker is responsible for the provision of AOD specific screening, assessment, treatment planning, and referral for clients across the Bayside catchment. In addition, The worker is responsible for the provision of waitlist support to clients awaiting access to AOD treatment, and information and referral to generalist community supports for clients not eligible and/or ready to access the AOD treatment system.

Central to this role is a thorough understanding of the AOD Assessment process and treatment system and the ability to quickly engage and build rapport with clients via telephone and face-to-face service delivery.

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Key Responsibilities

The program aims to:

- To provide person-centred AOD intake and assessment services to clients including family members & significant others, groups and those experiencing a diverse range of health, social and other issues. Modes of delivery will include face to face, phone and interactive online where appropriate.
- Undertaking initial client Intake and Self Screens.
- Undertaking comprehensive assessments to identify the clinical treatment and support needs of people who have alcohol and/or drug use issues and the associated support needs of their family and dependent children.
- Developing treatment plans.
- Determining and prioritising client access to funded alcohol and drug treatment services, including pharmacotherapy and residential services.
- Facilitating access to and referrals into treatment services
- Providing brief therapeutic interventions for clients waiting for service access, to reduce client risk during this time. These are opportunistic in nature and provide advice that aims primarily to achieve short-term reduction in problematic drug taking behaviours.
- Provide Bridging support for clients awaiting acceptance into treatment services.
- Provide Harm Reduction education to reduce the impact of harms for clients referred for Drug Diversion sessions (DDALS) and generally.
- Liaise with and maintain relationships with treatment services in the catchment.
- To contribute to sector development through supervision and training of students
- Complete Mandatory and other trainings as required.
- Comply with data management and entry requirements.
- Proactive management of time when clients do not attend.
- To provide person-centred AOD care planning in conjunction with the client, family/significant others and other service providers for clients experiencing a diverse range of health, social and other issues. Modes of delivery will include centre based and outreach, face to face and phone/interactive online where appropriate.
- Provide flexible coordination and support and targeted interventions to clients and family members, to enhance the client's engagement and retention in treatment and facilitate re-entry for clients who have disengaged or relapsed following treatment.
- Other duties as directed by your Coordinator or Manager

Skills and Experience

- Demonstrated experience/ Knowledge in AOD and related issues.
 - DHHS Accreditation as Forensic Clinical Drug Assessor (preferred not essential)
 - Knowledge of the Mental Health service system and range of treatment options.
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Organisational Values

All positions are required to follow the BHN values of respect, kindness, accountability, and innovation to guide their actions and behaviours towards employees and clients.

Organisational Responsibilities

All positions are required to:

Comply with BHN safety policies and procedures including a responsibility to participate in the development of a safe and healthy workplace. All employees must follow safe work practices for their own health and safety, and that of others. This includes ensuring work is undertaken safely and that injuries, accidents, near misses and potential hazards are reported immediately. Managers / Team Leaders must identify, assess, manage, and review risks to the health and safety of employees, contractors, and clients.

Participate in the established quality and safety systems to ensure that safe high-quality care is always provided to all clients. This includes assisting BHN to maintain quality accreditation standards by identifying and participating in the development and implementation of quality improvement initiatives.

Ensure a Duty of Care by taking reasonable steps to protect themselves, their colleagues and clients from injury or harm. This includes ensuring that adequate supervision/support is provided to all clients.

Familiarise themselves with and abide by BHN policies, procedures, values, and Code of Conduct.

Comply with the principles of equity by promoting gender equality and creating a culture, conditions and practices that are inclusive and equitable for all genders and equity for individuals of diverse backgrounds including those from the Aboriginal and Torres Strait Islander, Culturally and Linguistically Diverse and LGBTI+ community to apply.

Follow legislative responsibilities and compliance requirements (including the child safety standards) for keeping children and families safe with BHN committed to the safety of children and families and ensuring they are protected from abuse, neglect, and violence.

Key Selection Criteria

Essential Skills & Experience

- Demonstrated experience and skill in the provision of assessment, risk management, and treatment planning within the AOD treatment system.
- Skills and experience in working with people who experience co-occurring issues.
- Knowledge of and/or skills in providing trauma informed care.
- Demonstrated knowledge of the AOD service system and the range of treatment options
- Understanding of harm reduction and ability to provide harm reduction interventions.
- Well-developed interpersonal and communication skills
- Ability to work well within a team environment.

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- Sound organisational, analytical and time management skills.
- Efficient computer, database and typing skills.
- Understanding of and commitment to the Social Model of Health

Essential Attributes

- Client focussed and client centred.
- Strong collaborative and team work ethics
- Ability to adapt to change, new information and service development and innovation.
- Upholds BHN’s Vision, Mission, and Values Qualifications / Registrations Requirements

Qualifications / Registrations Requirements

- Relevant tertiary qualifications in Social Work or Counselling.
- Core Competencies in AOD (or preparedness to undertake these)
- Eligibility for membership of relevant professional association.

Compliance

Compliance Responsibilities:

It is the responsibility of both the Manager and Incumbent(s) of the role to ensure the employee(s) performing the role meet relevant requirements of Professional Standards/Codes of Conduct imposed by AHPRA, National Boards, or under Industry Codes.

Probity checks must be completed as indicated

<input checked="" type="checkbox"/> National Police Check/Criminal Record Check [Mandatory]	<input checked="" type="checkbox"/> Working with Children Check
<input type="checkbox"/> NDIS Worker Screening Check	<input type="checkbox"/> Aged Care statutory declaration
<input checked="" type="checkbox"/> Professional Registration AHPRA Registration	<input type="checkbox"/> Discipline Specific Vaccination (Flu / Hep B)
<input checked="" type="checkbox"/> Evidence of Right to Work in Australia [Mandatory]	<input checked="" type="checkbox"/> COVID 19 Vaccination(s) [Mandatory]

Person who completed and authorised the Position Description

Position Title: Program Manager, AOD Health Promotion and Homelessness

Division/Program: Healthy Communities

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Employee Declaration

I have read, understood, and acknowledge the contents of this Position Description.

Employee Name:

Date:

Employee Signature: