

Position Description

AOD Intake and Assessment Practitioner

Position Title:	AOD Intake and Assessment Practitioner
Manager (reports to):	Team Leader AOD (Integrated Services and Counselling)
Division:	Client Services
Program:	AOD Integrated Services and Counselling
Primary Location:	Level 2, Victorian Pride Centre, 79-81 Fitzroy St, St Kilda, VIC 3182
Other Location:	Additional sites as required
Classification (Grade/Level):	SACS Level 5 pay point/year dependent upon experience
Enterprise Agreement or Award:	Community Health Centre (Stand Alone Services) Social and Community Service Employees Multi Enterprise Agreement 2022 or its successor

Better Health Network

Better Health Network (BHN) is a not-for-profit organisation providing integrated health and wellbeing services to people of all ages in communities across south-eastern Melbourne. We proudly provide a wide range of services to support healthy living, general wellbeing and social connection. These include specialist medical services, dental and allied health, nursing and counselling services, as well as aged care social supports and NDIS disability services. With the vision, *Your health, your choice, your way*, we exist to deliver accessible services that meet the needs of our communities and use our influence to create positive change.

The Integrated Services & Counselling Programs (Alcohol & Other Drugs) provide a range of AOD services to the communities of Southeast Melbourne. With a common service model, generalist integrated AOD services include a strong focus on a trauma informed approach, peer supports, LLE workforce and harm minimisation integrating with therapeutic services. Working with marginalised communities in BHN sites and community locations, services also partner internally and externally to ensure integrated care. In the context of State and Federal mental health reforms, ensuring successful implementation of Royal Commission recommendations and continually improving integration are key to this program.

Position Objective

The Intake and Assessment Practitioner is the first point of contact for clients, family members, GP's and other service providers. Practitioners are responsible for providing information, support and facilitating access to the Victorian drug treatment system. This position is responsible for the provision of AOD specific screening, assessment, treatment planning, and referral for clients. In addition, this role is responsible for the provision of wait list 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 drug 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 (Professional) Responsibilities

- 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 counselling where appropriate.
- Undertake initial client Intake and Self Screens.
- Undertake 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.
- Develop 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.
- Contribute to sector development through supervision and training of students.
- Complete Mandatory and other trainings as required.
- Comply with data management and entry requirements.
- Proactively management of time when clients do not attend.

Organisational Responsibilities

(Self) Leadership:

- Stay current with industry developments, enhancing professional knowledge and technical skills to maintain best practice.
- Adapt to organisational needs, undertaking additional responsibilities as required to support BHN's operations and strategic priorities.
- Ensure ongoing compliance, adhering to relevant legislation, funding guidelines, service standards, and contractual obligations.

Occupational Health & Safety:

- All employees are responsible for taking reasonable care of their own health and safety, as well as the safety of others affected by their actions at work, and for adhering to BHN's Occupational Health & Safety frameworks.

Risk Management:

- Actively identify, report, and manage risks to ensure a safe and efficient work environment.

Quality:

- Follow BHN's policies and procedures to ensure compliance and consistency in service delivery.

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- Engage in quality improvement initiatives and actively involve clients in these activities when applicable.

Behavioural:

- All employees are expected to demonstrate behaviours and capabilities that align with our organisational values of Accountability, Collaboration, Respect, and Courage. These expectations are tailored to the level of responsibility associated with each role. The specific capabilities for this position can be found in BHN's Values Capability Matrix.
 - Perform duties in accordance with BHN policies and procedures.
 - Undertake other duties as reasonably directed.
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Working Relationships

Direct Reports:

- Nil

Internal working relationships include:

- AOD Integrated Services and Counselling Team, along with other BHN Mental Health and AOD Teams
- Client Services staff

External working relationships include:

- Other agencies and partners that we refer to.
 - Other service providers (such as GPs, Detox and Rehabilitation services) that send referrals.
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Key Selection Criteria

Essential Qualifications

- Relevant tertiary qualifications in Social Work, Counselling or Occupational Therapy
- Professional registrations as applicable (APHRA, AASW)

Essential 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.

Essential Skills and Attributes

- Demonstrated knowledge of the AOD service system and the range of treatment options
- Understanding of harm minimisation including harm reduction
- Well-developed interpersonal and communication skills
- Ability to work well within a team environment
- Sound organisational, analytical and time management skills
- Understanding of and commitment to the Social Model of Health

Desirable Criteria

- DHHS Accreditation as Forensic Clinical Drug Assessor
- Knowledge of the Mental Health service system and range of treatment options
- Core AOD competencies

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Inherent Requirements

BHN endeavours to provide a safe working environment for all staff. The below describes the critical inherent requirements associated with this job.

Physical

- Frequent movement, standing, sitting and computer tasks, manual handling, or use of equipment in line with role/task requirements

Cognitive

- Attention to detail and task accuracy to minimise risk to self and others.

Psychosocial

- Exposure to emotional situations; resilience required to manage stress.
- Must report hazards, incidents, and follow safe work procedures (WHS duty of care).

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. It is the responsibility of both the Manager, in partnership with People and Culture, to ensure that probity checks remain compliant.

Probity checks must be completed as indicated

<input checked="" type="checkbox"/> National Police Check [Mandatory]*	<input checked="" type="checkbox"/> Working with Children Check [Mandatory]
<input checked="" type="checkbox"/> Evidence of Right to Work in Australia [Mandatory]	<input type="checkbox"/> NDIS Worker Screening Check
<input checked="" type="checkbox"/> Statutory Declaration General Statutory Declaration	<input type="checkbox"/> Aged Care Worker Banning Order Check
<input checked="" type="checkbox"/> Professional Registration Association of Social Workers (AASW) or AHPRA Registration	<input type="checkbox"/> First Aid Certificate
<input checked="" type="checkbox"/> Current full or probationary driver's licence	<input checked="" type="checkbox"/> Vaccination Requirement Category B
<input type="checkbox"/> Other:	<input type="checkbox"/> Other:

Please refer to the Credentiailling and Scope of Practice Policy for further information and the Immunisation Policy for details regarding immunisation categorisation, please note all Category A workers are required to be vaccinated annually for seasonal influenza. *International Police Check required if the person has lived in any other country for at least 12 months in the past 10 years.

Position Description Authorised by:

Position Title:	Program Manager Mental Health, Gamblers Help and AOD		
Program/Team:	AOD Integrated Services and Counselling		
PD Version Number:	1.2	Date:	May 2026

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People and Culture Review			
People & Culture Signature:		Date:	