

POSITION DESCRIPTION

Position title	Senior AOD Clinician – STAR
Award	L5 Social, Community, Home Care and Disability Services (SCHADS)
Location	AOD Services – Northern Community Hub and Inner Melbourne Community Hub
Reporting to	Clinical Coordinator - STAR

ORGANISATIONAL ENVIRONMENT

VincentCare Victoria was established to provide a range of professional accommodation and support services to people that are facing disadvantage and those that are ageing throughout metropolitan and regional Victoria. VincentCare’s primary focus is to:

- provide quality services for people at risk of or experiencing homelessness, people with all abilities including those struggling with complex needs including substance abuse and mental health issues
- advocate for vulnerable and disadvantaged people, respecting their dignity and rights and providing support and encouragement to enable greater independence.

Our Mandate - VincentCare was established to extend the Christian Mission of the St Vincent de Paul Society to support and advocate on behalf of the most disadvantaged Victorians.

Our Aspiration - To be the leader in providing care, hope and advocacy for those facing disadvantage.

Our Purpose - To create opportunities and lasting change for the most marginalised.

Our Values - *Courage, Leadership, Accountability, Compassion, Excellence, Dignity.*

Diversity and Inclusion - We are committed to the principles of social justice and aim to ensure every individual is treated with dignity and respect regardless of their cultural background, ability, ethnicity, gender identity, sexual orientation or religion.

Grounded in the principles of social justice, we are committed to treating every individual with dignity and respect, regardless of cultural background, ability, ethnicity, gender identity, sexual orientation, or religion. We celebrate diversity, value differences, and employ passionate, skilled, and dedicated staff who drive our programs and services.

HUBS

VincentCare services are provided through Hubs, with each Hub providing a range of supports and services including accommodation, case management, outreach.

- **Inner Melbourne Community Hub:** Provides crisis accommodation and support services, including health programs, drug and alcohol case management, emergency relief and services for rough sleepers.
- **Northern Community Hub:** Provides a homelessness access point, metro family violence services, emergency relief and brokerage programs, Functional Zero, outreach and case management.
- **Hume Community Hub:** Provides specialist family violence services including refuge and crisis accommodation, after hours crisis support, case management, Flexible Support Packages as well as a Financial Counselling and Capability program providing emergency relief, financial counselling and community education.

STRATEGIC DIRECTION

In the past decade, VincentCare has initiated significant transformation, partnerships, leadership and action to guide the way the organisation delivers services to clients. VincentCare has done this to ensure that each individual’s work culminates in fulfilling our purpose - to care for the most disadvantaged.

Strategic Directions 2018-23, builds our strengths and opportunities with a focus on five key outcome areas:

- Improving our client-centred focus to everything we do.
- Growing partnerships, infrastructure, community engagement and funding.
- Innovating our services, our workplaces and our organisation to be more agile and more responsive.
- Cementing our place-based services and work toward an asset-based community development approach.
- Increasing our advocacy and influence to create lasting change for generations to come.

ROLE SCOPE AND PURPOSE

You will be required to lead and undertake complex operational work as well as lead the planning and co-ordination of activities within a clearly defined area of the organisation.

You will apply specialised knowledge, skills and professional judgement when performing core work functions relevant to the role of Senior AOD Clinician – STAR.

VincentCare Victoria is seeking a suitably qualified and experienced individual for the position of **Senior AOD Clinician – STAR**. The successful candidate will have a proven track record in supporting adults and families affected by alcohol and other drug (AOD) use through high-quality therapeutic support and guidance. VincentCare Victoria, in partnership with The Salvation Army, jointly operates the STAR program across the Inner North and North West catchments. This program aims to reduce AOD-related harm to individuals and their families by delivering an integrated, holistic service response, including counselling and Care and Recovery Coordination through outreach.

The STAR AOD Clinician will work across the Inner and Northern Community Hubs, delivering both counselling and outreach case management support. This is a diverse and rewarding role that involves not only individual therapeutic support for a unique client cohort but also the facilitation of group interventions, outreach case management, and collaboration with key stakeholders.

Using evidence-based, person-centred clinical frameworks and modalities, the STAR program supports clients to develop achievable goals and create tailored recovery plans that foster empowerment and autonomy. The program ultimately seeks to help clients recognise their own self-efficacy and achieve sustainable, long-term change in their recovery journey.

The **Senior** designation refers to a practitioner with a minimum of 3-4 years’ experience in the AOD sector, providing direct counselling, Care and Recovery Coordination, or related interventions, and who is skilled in managing complex client presentations.

OPERATING PRINCIPLES

The VincentCare model seeks to reflect a collegial approach which means we:

- Collaborate and share information within the team to support policy development, the continuity and enhancement of service delivery, and the achievement of VincentCare’s strategic objectives.
- Engage with all relevant stakeholders to inform our business planning and decision-making processes.
- Are transparent in our decision-making processes.
- Are loyal and committed to implementing the decisions made the by the team in support of VincentCare’s strategic objectives.

ROLE ACCOUNTABILITIES

Key Result Area	Key Accountabilities
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<p>Core Specifics</p>	<ul style="list-style-type: none"> • Deliver evidence-based AOD therapeutic interventions in alignment with the STAR consortium framework. Approaches may include: <ul style="list-style-type: none"> ○ Acceptance and Commitment Therapy (ACT) ○ Cognitive Behavioural Therapy (CBT) ○ Motivational Enhancement Therapy ○ Solution-Focused Therapy ○ Community Reinforcement Approach ○ Contingency Management ○ Social Behaviour and Network Therapy ○ Family-Inclusive Practice • All interventions should aim to establish restorative health pathways and be person-centred. • Apply the MARAM framework in all aspects of clinical and casework practice. • Provide outreach Care and Recovery Coordination (CRC) case management to clients within the community. • Conduct comprehensive assessments of client support and referral needs. • Develop and regularly review strengths-based recovery care plans responsive to client-identified goals. • Engage in family-inclusive practices, working with family members and significant others as appropriate. • Collaborate effectively with consortium partners and site-based team members to ensure optimal client outcomes. • Liaise with other STAR clinicians to support seamless transitions between services (e.g. counselling and CRC). • Contribute to the planning, delivery and evaluation of group-based projects and therapeutic interventions. • Support clients through ongoing care planning, regular review, and structured exit planning. • Ensure post-treatment follow-up and tracking processes are completed as per program guidelines. • Undertake other relevant duties as required and appropriate to the position.
<p>Client Focus</p>	<ul style="list-style-type: none"> • Use assertive engagement strategies and strong rapport-building techniques to promote client participation. • Support clients to build transferable life skills, enhance independence, and establish sustainable recovery pathways. • Deliver multi-modal counselling including in-person, group, telephone, and digital methods, using emerging technologies as needed. • Advocate for clients while maintaining professional boundaries and respecting individual diversity, dignity, safety, and rights. • Engage in case conferencing and collaborative planning with primary health, mental health, AOD treatment services, and other key support agencies to deliver integrated care.
<p>Administrative Responsibilities</p>	<ul style="list-style-type: none"> • Actively participate in regular supervision, professional development, and performance appraisal processes. • Maintain clear and timely communication with the line manager and team, providing updates, reports, and documentation as required. • Ensure accurate and high-quality record keeping, including case notes, data



	<p>collection, and documentation required by VincentCare and funding bodies.</p> <ul style="list-style-type: none"> • Participate in team briefings, debriefings, case reviews, reflective practice, and staff meetings. • Respond to and manage critical incidents and risk issues in line with VincentCare Victoria's policies and procedures. • Seek line manager review and approval for any legal or significant documentation. • Develop and maintain effective working relationships with key stakeholders, both internal and external. • Attend relevant sector networks, forums, and strategic partnerships as agreed with the line manager. • Support the development of strategic relationships with community service organisations to enhance program outcomes. • Actively contribute to VincentCare's broader strategic planning and organising initiatives. • Collaborate with management on program evaluation and outcome monitoring. • Has a sound understanding of brokerage options across the organisation and sector and assesses them as needed. • Carry out other administrative tasks to a high standard, as directed by line management.
Collaborative Practice	<ul style="list-style-type: none"> • Leads a collaborative, inclusive, and safe workplace, promoting diversity and inclusion. • Ensures client quality, compliance with standards, and supports best practices in dynamic environments. • Builds strong stakeholder relationships, provides expert guidance on complex cases, and mentors team members.
Strategic directions	<ul style="list-style-type: none"> • Collaborates across VincentCare to advance shared goals, project initiatives and partnerships. • Promotes diversity, inclusion, and accessibility while leading by example. • Supports continuous service improvement through program reviews, needs analysis, and change management. • Provides flexible support to clients and mentors others on best practices across the organization.
Profile in the community	<ul style="list-style-type: none"> • Commits to fostering consultation and collaboration with community and industry sectors. • Builds and maintains strong relationships with stakeholders to support service improvement and promote VincentCare's positive profile. • Represents VincentCare ethically at consultations and forums, both internally and externally. • Builds and maintains productive working relationship with stakeholders to promote the good works and positive profile of VincentCare.
Service development	<ul style="list-style-type: none"> • Provides expert advice to stakeholders to inform evidence-based decision making and program priorities. • Participates in program reviews and oversees processes for gathering client feedback. • Identifies opportunities to develop and implement operational processes,



	policies, and guidelines for forward planning.
Accountability	<ul style="list-style-type: none"> • Maintains up to date data records management systems to support accurate and timely reporting against performance, targets and associated funding compliance requirements. • Leads and/or actively contributes to the development of appropriate governance and risk management frameworks, and reporting tools and systems to track, monitor and report on identified program milestones and deliverables. • Commits to ongoing professional development (mandatory or identified). • Demonstrates a high level of understanding of practice strengths and challenges and supports other staff when managing complex client work • Provides support and guidance to team members regarding complex cases.
Policy and procedures	<ul style="list-style-type: none"> • Takes reasonable care for own safety and the safety of others, adhering to any reasonable instructions, policies, or procedures related to workplace health, safety, and wellbeing • Leads and/or actively contributes to the development and review of standards, policies and procedures to inform and/or improve service development and delivery. • Maintains up-to-date working knowledge of relevant legislation, policies and guidelines that inform best practice. • Addresses client concerns, complaints, critical incidents, and challenging behaviours, taking appropriate action in response to any immediate risks of harm to themselves or others, in line with VincentCare's procedures.
Approach	<ul style="list-style-type: none"> • Strong commitment to VincentCare's purpose, values, and Recovery Model. • Empathetic understanding of the impacts of disadvantage and upholding clients' privacy and dignity. • Safely and expertly balances the interests of clients, the organisation, and the community while aligning practice with internal policies.
Compliance	<ul style="list-style-type: none"> • Complies with VincentCare's values, policies, procedures and code of conduct. • Ensures adherence to legislative frameworks that guide workplace performance and practices, including recognized accreditation standards such as Rainbow Tick, the Multi-Agency Risk Assessment and Management Framework (MARAM), the Family Violence Information Sharing Scheme (FVISS) Ministerial Guidelines under Part 5A of the Family Violence Protection Act 2008 (Vic), and the Child Information Sharing Scheme (CISS) Ministerial Guidelines under Part 6A of the Child Wellbeing and Safety Act 2005 (Vic) • Participates in scheduled operational and professional supervision and reflective practice. • Leads and/or actively participates in periodic reviews of operational practices including risk and records management, program performance and codes of practice. • Maintains high level adherence to required client management and records keeping systems including timely and accurate case notes, consent, payments, risk profile and referrals.



KEY SELECTION CRITERIA

<p>Qualifications</p>	<ul style="list-style-type: none"> • Minimum tertiary degree with at least 3-4 years of experience in the required discipline (5 years' experience desirable). <ul style="list-style-type: none"> ○ Relevant tertiary qualifications – a principal discipline, Cert IV AOD/mental health competencies and relevant experience in AOD sector (required) with demonstrated industry experience in the AOD sector. • Note: Consideration may be applied to a lesser formal qualification with substantial years of experience in the required discipline (except where pre-requisites determine mandatory and credentialed standards will apply). • Note: A lesser qualification may be considered if accompanied by significant years of experience in the required discipline, except where mandatory pre-requisites or credentialed standards apply • Valid Victorian Drivers Licence.
<p>Experience - essential</p>	<ul style="list-style-type: none"> • Knowledge and capacity to implement comprehensive AOD interventions • Experience in assisting clients to achieve positive outcomes. • Knowledge of and the capacity to apply relevant therapeutic frameworks. • Proven understanding of professional client interaction and case planning principles that demonstrate accountability and responsibility. • Well-developed understanding of the issues and needs impacting clients who present for support, including clients at risk of homelessness, clients who may be experiencing financial hardship, victim survivors escaping family violence, clients experiencing physical or mental concerns, clients who present with a disability or other identified barriers to equitable access. • Evidenced ability to provide holistic responses to address complex needs. • Proven ability to manage program plans, performance and resources. • Proven experience and capability in managing conflict and addressing challenging behaviours. • Knowledge of and commitment to the principles of social justice, human rights, self-determination and empowerment. • Ability to show cultural awareness and adapt personal approach to meet the unique needs of clients.
<p>Skills and personal attributes</p>	<ul style="list-style-type: none"> • Sound knowledge of the Alcohol and Other Drug (AOD) sector. • Understanding of health and related treatment services relevant to the needs of the client group. • Ability to work collaboratively within a small team while contributing to consistent and innovative work practices. • A positive and proactive approach to work, with the ability to respond appropriately to challenging behaviours. • Capacity to manage critical incidents and respond to immediate risks to self or others in both outreach and service-based settings. • Demonstrated ability to effectively engage with individuals experiencing complex issues. • Proven ability to build and maintain constructive, empathetic, supportive, and respectful relationships with all stakeholders. • Strong organisational and time management skills to meet deadlines in a high-volume, complex environment. • Demonstrates initiative, self-reflection, and sound judgment while supporting the team and organisation.



	<ul style="list-style-type: none">• Proficient in Microsoft products, IT platforms, and effective communication, with proven ability to maintain professional relationships.
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MANDATORY REQUIREMENTS

- All appointments within VincentCare are subject to the incumbent holding and maintaining (i) a current Victorian Driver’s Licence; (ii) a Working With Children Check; and (iii) a satisfactory police check.
- Character/performance reference checks and police checks will be undertaken prior to any job offer being confirmed and will be undertaken on a periodic basis during the period of employment.
- Disclosure of any relevant employment history of formal disciplinary action for improper or unprofessional conduct taken by current or previous employers or any other integrity body within or outside Australia.

This position description is a general outline of duties, responsibilities and requirements of the role and is not an exhaustive list. From time to time VincentCare may review and amend the position description to meet organisational needs and may require the employee to perform other duties that are within the scope of their competencies and skills.

