

POSITION DESCRIPTION

Position Title:	Health Navigator Alcohol and Other Drugs (AOD)
Award:	Community Health Centre (Stand Alone Service) Social and Community Service Employees Multi Enterprise Agreement 2022
Classification:	Social and Community Services Employee - Level 4
Site:	This position is primarily based at our Kangaroo Flat and Eaglehawk sites, 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
Tenure:	Fixed term to 29 th February 2028
Position description developed:	May 2026
Responsible to:	Practice Manager Community Pharmacotherapy

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 Other Drugs (AOD) Service is a multidisciplinary team providing integrated treatment, support, education and care coordination for people who use substances. The service supports people along the spectrum of AOD use, from harm reduction and active use, through to treatment, recovery and long-term wellbeing.

The AOD Team comprises both Clinical and Wellbeing Services. Clinical Services including residential withdrawal at Nova House, non-residential withdrawal and pharmacotherapy. Wellbeing Services include needle syringe program, mobile drug safety, care and recovery coordination, counselling (including forensic counselling), family support, peer support, initial assessment and care planning, and AOD family violence advisor.

The community pharmacotherapy program is located at the Kangaroo Flat site of BCHS, and delivered by a team including clinic nurses, nurse practitioners, doctors, pharmacist and peer support. Operating within a harm reduction, trauma-informed and person-centred framework, the team provides opioid agonist treatment (OAT) and holistic care coordination for people experiencing opioid dependence. This includes collaboration with prescribers, community pharmacists, mental health services, AOD services, and other allied health professionals, to support improved health, wellbeing and recovery outcomes.

POSITION ROLE

This newly established role at BCHS delivers person-centred care navigation, advocacy and practical support to people utilising the Pharmacotherapy Clinic. Working collaboratively within a multidisciplinary team and alongside community services, the role requires a proactive, adaptable and solution-focused approach to addressing barriers to care and supporting people to achieve their health and wellbeing goals.

This is a non-clinical role, working directly with people utilising the Pharmacotherapy Clinic and internal and external health providers. It is designed to address the current barriers that people may experience navigating the general health system, improving their experiences thereby positively impacting health outcomes.

The successful applicant will demonstrate integrity, compassion and emotional resilience, with the ability to build respectful, trusting and professional relationships through consistency, authenticity and transparency. A strong commitment to trauma-informed, culturally safe and harm reduction principles is essential, alongside an understanding of the impact stigma, social disadvantage and systemic barriers can have on engagement and health outcomes.

POSITION RESPONSIBILITIES

The responsibilities of the position are:

- Provide person-centred care navigation, advocacy and practical support for people accessing the pharmacotherapy clinic, to reduce barriers to care.
- Work collaboratively within the AOD team to assist people to identify and work towards their health and wellbeing goals, by supporting access to the services within BCHS and the broader community.
- Provide support regarding harm reduction, overdose prevention and general health. Contribute to risk management discussions with the team, including overdose and complex psychosocial risks.
- Apply an understanding of the social determinates of health and integrate these principles into practice.

- Build and maintain effective working relationships with individuals, carers and families, along with internal and external service providers through respectful, clear and professional communication.
- Engage in ongoing education and skill development.
- Ensure recording of documentation requirements within required timeframes.
- Undertake other duties as directed within the scope of the role.

KEY SELECTION CRITERIA

Essential

1. Relevant tertiary qualification in Social Work, Community Services, Mental Health, Occupational Therapy, or a related health or human services discipline. A certificate IV or Diploma in Alcohol and Other Drugs, and/or completion of the AOD skillset (or a willingness to undertake it within the first 12 months of employment).
2. Demonstrated experience and skills in the AOD sector, including pharmacotherapy and harm reduction practice.
3. Demonstrated ability to provide person-centred, trauma-informed, culturally safe and non-judgemental care, with a strong commitment to equality, diversity, inclusion and human rights in all aspects of service delivery.
4. Excellent interpersonal and communication skills, with the ability to engage effectively and respectfully with individuals, families, carers, and a board range of stakeholders.
5. Experience in care co-ordination, service navigation and multidisciplinary collaborations. Demonstrated knowledge and understanding of the local health and community service system, including AOD, mental health, housing, justice and social services.
6. Demonstrated ability to work independently and collaboratively within a multidisciplinary team, working both onsite and in outreach locations.
7. Well-developed organisational and administrative skills, including the ability to maintain accurate, timely and confidential records in accordance with BCHS policies and relevant legislative requirements.
8. A current employee Working with Children Check and Driver's Licence.
9. The successful applicant will also be required to undertake and complete a Satisfactory National Police Check.

PROBATIONARY PERIOD

Employment with BCHS is conditional on satisfactorily completing a probationary period of six (6) months from date of commencement. During this period your performance will be reviewed with your manager and, assuming this is mutually satisfactory, your employment will be confirmed at the end of this period.

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.

- Deliver high quality, person-centred support and care navigation in accordance with BCHS values, policies and best practice principles.

- Maintain accurate and timely documentation in line with organisational and legislative requirements.
- 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

- Salary packaging would be available to the successful applicant.
- 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.

