

AOD Case Worker- Women and Gender Diverse Clients

position number	iChris
status	Full Time, Fixed term (FT)
network	Services
agreement	Community Health Centre (Stand Alone Services) Social and Community Service Employees Multi Enterprise Agreement 2022
classification	Level 4
reports to	Team Leader- AOD Case Work

about us	cohealth is a not-for-profit community health organisation. We provide health and support services in Melbourne's CBD, northern and western suburbs, and on the East Coast of Tasmania. Our work is guided by our Strategy 2025–2035, a bold pathway toward our vision of healthy communities, healthy people.
what we do	We partner with communities to improve health and wellbeing and address health and social inequality. Our aspiration is for healthier communities where everyone – regardless of background or geography – can access quality care and experience better health and social outcomes.
our organisation	<p>cohealth is driven by a 10-year strategy shaped by over 900 coworkers, clients, community members, and partners. We aim to be the exemplar of place-based, integrated, person-centred care that empowers individuals and communities across Australia. To achieve this, we are focused on three strategic objectives:</p> <ul style="list-style-type: none"> • Demonstrating the value of the cohealth model • Enhancing the sustainability and resilience of our organisation • Scaling our impact <p>Our work is underpinned by five key enablers: people and culture, community connection, partnerships, ways of working, and infrastructure.</p>
our people	People who work at cohealth are committed to designing and delivering high quality health care and promoting and protecting human rights.



**diversity and
inclusion**

We want people of all ages, gender identities, sexualities, cultural backgrounds, and abilities to feel safe to bring their whole selves to cohealth. We are a Rainbow Tick Accredited organisation with over 20% of our staff from the LGBTQIA+ community. To find out more about us click [here](#)



network overview

Services Network

Our vision is for healthy communities and healthy people. We do this by providing care for individuals, community, and society, improving the health and wellbeing of the communities we serve, and addressing inequality in society.

We champion universal health care and human rights and strive for health and social equity. This is what we mean when we say care for all. Care for all is achieved when all people have access to the full range of health services they need, when and where they need them, and without financial hardship.

cohealth's services network delivers strong, people-centred primary and community health care that prioritises individuals and communities experiencing inequality. Our services focus not only on preventing and treating disease and illness, but also on helping to improve wellbeing and quality of life.

position overview and purpose

This position sits within the AOD Outreach cluster, The cluster aims to improve the health, wellbeing, and social outcomes of people who use alcohol and other drugs in the Inner Northwest of Melbourne. The Cluster delivers a human rights approach to health care which reduces harms, is trauma informed, consumer directed, holistic, recovery and strengths based.

The City Street Health Team provides assertive street outreach and casework support in the Melbourne CBD, working with clients to reduce the harms associated with substance use and other health and psychosocial needs with a particular focus on those who are also experiencing homelessness.

This role will carry a case load for casework and will also contribute to the delivery of outreach harm reduction services to women and gender diverse individuals and groups. They will work on Improving health, wellbeing and inclusion amongst women and gender diverse People Who Use Drugs (PWUD), live with Mental Illness and who may be experiencing or have experienced homelessness. This role may also support duty operations at cohealth's central city site, providing engagement with the community, provision of support and advocacy, education, brief interventions, linkages to treatment and referral.

Key accountabilities

provide harm reduction AoD and service system support to clients

- Carry a caseload of clients for case work
- Build relationships with clients and service partners within cohealth and externally
- Assist clients with support needs to set goals that are Specific, Measurable, Achievable, Relevant and Time-bound, and are directed by the client
- Deliver case work consistent with the service Model of Care and aligning with cohealth strategy
- Provide short term referrals and brief interventions
- Refers to Team Leader for guidance to resolve complex issues
- Support duty operations at the central city site
- Undertake assertive street outreach within a multidisciplinary team
- Provide harm reduction education, advocacy, referral, needles/syringes and other injecting and disposal equipment to clients to support safer using and disposal through all modalities; onsite (where possible), outreach and dispensing machines
- Support and assist clients to understand and navigate health and other community services within cohealth and externally including housing, social inclusion and recreation services and other recovery and clinical treatment services including pharmacotherapy
- Undertake community engagement, development activities and tasks which reduces stigma and promotes community safety and wellbeing
- Maximise opportunities to provide information and education on safer drug use, BBV and STI treatment and prevention, drug overdose prevention of and response
- Contribute to and participate in health education, health promotion programs and research aimed at improving health and wellbeing of the community in accordance with program development and evaluation strategies in response to community needs
- Using safe strategies, work with intoxicated consumers and assess overdose risk
- Respond to challenging behaviour calmly and assertively using a trauma informed framework and in line with cohealth policies and procedures
- Undertake special projects or tasks as required
- Perform all other duties as directed, within the limits of skills, competence and training to maximise flexibility and effectiveness

build and maintain relationships

- Contribute to whole of organisation initiatives to deliver cohealth's strategic directions and commitment to values-based care, co-design and community engagement
- Ensure ethical, responsive and professional goal directed client focussed services are provided

<p>culture and teamwork</p>	<ul style="list-style-type: none"> • Champion cohealth's culture to promote teamwork, employee development and empowerment to foster a culture of high performance and a workforce which demonstrates behaviours consistent with cohealth's values
<p>quality and continuous improvement</p>	<ul style="list-style-type: none"> • Contribute to the principles of continuous improvement as contained in cohealth's quality system and ensure compliance with cohealth policies/procedures • Contribute to the implementation and improvement of the quality systems within cohealth, in particular the Services Network, and ensure compliance with documented procedures and processes
<p>health & safety compliance</p>	<ul style="list-style-type: none"> • Provide and maintain a working environment that, as far as reasonably practicable, is safe and without risks to the health, safety and wellbeing of all (employees, contractors, volunteers) • Maintain awareness of and compliance with health and safety policies and procedures to maintain a safe working environment • Take corrective action to remedy safety hazards or risks and restore a safe working environment

key selection criteria

- Minimum Certificate IV in a relevant discipline (e.g. Alcohol and Other Drugs, Community Development, Social Care)
- Lived experience will be highly regarded
- Sound knowledge of case work
- Sound knowledge of the health and social issues and service sector for people who use substances and sleep rough
- Experience working with women and gender diverse people
- The ability to assess client need and develop a care plan in order to support and assist their navigation of health and other community services within cohealth and externally
- Strong belief and personal alignment in cohealth Values and Mission

cohealth is a child safe and equal opportunity employer that offers generous salary packaging and opportunity to undertake professional training and development opportunities. Aboriginal and Torres Strait Islander people, and those who speak languages other than English are encouraged to apply.

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position requirements

- Minimum Certificate IV in a relevant discipline (e.g. Alcohol and Other Drugs, Community Development, Social Work)
- Working with Children's Check (WWCC)
- Nationally Coordinated Criminal History Check (NCCHC)
- Immunisation Category A and proof to be produced for sighting upon request

