

POSITION DESCRIPTION

Position Title:	Welfare Worker- Needle Syringe Program
Award:	Community Health Centre (Stand Alone Services) Social and Community Service Employees Multi Enterprise Agreement 2022.
Classification:	Social and Community Services Employee Level 2
Site:	This position is primarily based at our Holdsworth Road site, however may be required to work from any BCHS site or outreach location as negotiated.
Hours per fortnight:	21 hours per fortnight (0.276 FTE)
Tenure:	Ongoing
Position description developed:	May 2025
Responsible to:	Alcohol and Other Drug Outreach Coordinator

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) Team is a multi-disciplinary team, supporting consumers requiring a range of treatment, support and education related to their use of alcohol and other drugs (AOD). The team supports consumers along the continuum of AOD use from active using to seeking access to stop their use with a pathway to recovery. The focus of the team is to provide seamless treatment and support pathways, coordinated service and a range of information and education interventions relating to harm reduction.

The AOD Team consists of the AOD Clinical Services team and the Community Based AOD team. The AOD Clinical Services consist of Residential Withdrawal services (Nova House), Non-Residential Withdrawal services and Pharmacotherapy services.

The AOD Wellbeing services include Needle Syringe Program, Mobile Drug Safety, Care and Recovery Coordination, Counselling including Forensic counselling, Family Support Worker, Peer Support Worker, AOD Traineeships, Initial Assessment and Care Planning, and AOD Family Violence Advisor.

POSITION ROLE

The Welfare Worker - Needle Syringe Program (NSP) works in the mobile NSP service, on a Tuesday to Saturday from 7.30pm to 11pm. NSP provides sterile injecting equipment and disposal services within a harm minimisation and health promotion framework to the City of Greater Bendigo. The program delivers information and education covering a range of public health and harm reduction issues including safer using practices, identifying and responding to high-risk injecting practices, appropriate disposal of injecting equipment, safe sex practice and prevention of blood borne virus (BBV) and sexually transmitted infections (STI).

POSITION RESPONSIBILITIES

The responsibilities of the position are:

- Provide a comprehensive range of NSP equipment, information, education and outreach services to people who inject drugs.
- Initiate, develop and deliver targeted harm reduction information and education regarding safe injecting equipment and techniques, appropriate disposal, BBV, opiate overdose awareness, prevention and response as well as promoting safe and positive sexual health including STI prevention.
- Contribute to program development initiatives, service integration and referral pathways, team development and organisational goals.
- Contribute to the ongoing development and sustainability of the mobile Needle Syringe Program through promotion and advocacy in the community.
- Other duties as directed.

KEY SELECTION CRITERIA

Essential

1. A qualification in Community Services, Community Development, Youth Work, or other health science related field or demonstrated experience working in a related field.

2. Demonstrated understanding of a range of related areas including; harm reduction, illicit and legal drugs, blood-borne virus prevention, overdose prevention, overdose response and management.
3. A willingness and capacity to work with marginalised and stigmatised communities such as people who use drugs without judgement or discrimination.
4. Show evidence of well-developed written and verbal communication skills and sound administration and data entry skills.
5. Demonstrated ability to develop consumer and community focused materials for health education or health promotion activities.
6. Demonstrated ability to provide sensitive practice in response to consumer diversity.
7. Current First Aid and CPR Certification.
8. Ability to work after hours.
9. A current employee Working with Children Check and Driver's Licence.
10. 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.

- Demonstrate contemporary knowledge and skills in the provision of information and education in relation to safe injecting, appropriate disposal, safe sex and BBV/STI prevention.
- Demonstrate the provision of information and education for a range of alcohol and other drug issues, including contemporary AOD knowledge, overdose prevention and referral pathways.
- Demonstrate ability to provide sensitive practice in response to consumer diversity.
- Demonstrate well developed communication skills with the capacity to provide timely reports.
- 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.

