

Family Drug Support Worker

position number	iChris
status	Part Time, Fixed term (TP)
FTE	0.6 FTE fixed to 30 th June 2027 with possibility of 12-month extension
network	Services
agreement	Community Health Centre (Stand Alone Services) Social and Community Service Employees Multi Enterprise Agreement 2022
classification	Level 4
reports to	Program Manager AOD Treatment Service – Carlie Caffarella carlie.caffarella@cohealth.org.au

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	cohealth is a community health organisation with an ambitious strategic plan. Our mission is to improve health and wellbeing for all and tackle inequality, in partnership with people and the communities they live in.
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.

AOD Treatment Services

Cohealth's AOD Treatment Services program operates within the wider AOD Cluster which is situated across the northern and western regions of Melbourne. Collectively, these programs aim to improve the health and wellbeing of people who are considered homeless or use drugs and/or alcohol by offering a holistic, social model of health care to address the health inequities they may experience. These programs are confidential, innovative, responsive and based on a harm reduction framework, and seek to empower and educate this client cohort to make informed decisions about their health.

Although operating at separate sites, the AOD Treatment Services program provides a range of services including:

- AOD counselling
- Care and recovery coordination
- Non-residential withdrawal nursing
- Family drug support

position overview and purpose

This position provides free support for those affected by someone's alcohol or drug or alcohol use. The role aims to improve overall health, wellbeing and resilience of families and offer practical support and information. The Family Drug Support program is delivered individually through face-to-face, video or telephone. At times sessions may include more than 1 affected person.

The purpose of this role includes:

- Supportive listening
- Encouragement of change
- Management of challenging behaviours
- Establishing boundary setting
- Physical and psychological safety
- Navigation of services

key accountabilities

service delivery	• Delivery of evidenced based interventions and harm reduction support either as a single session intervention or ongoing • Provision of a client-centred and responsive service that caters for population and cultural diversity, with targeted support provided to marginalised communities, including young people, CALD and Aboriginal & Torres Strait Islander communities • Take on additional tasks as directed by the program facilitator. This may involve working closely with Family Violence advisors or services to support a client of the AOD treatment team. • Hybrid working arrangement with 4 days' work from home and 2 days on-site. One day based in Footscray and one day based in Collingwood
stakeholder engagement	• Actively participate in relevant cohealth meetings • Develop and maintain strong relationships with the Department of Health and Human Services, relevant community agencies, local government and other key stakeholders as necessary • Provide service and access support to relevant stakeholders • Represent the agency in forums, networking, conferences and working groups where appropriate
administration/planning	• Collect accurate data in line with cohealth and Department of Health's quality framework • Maintain relevant administrative and information systems and ensure reports/information are available at request • Assist with client feedback and service evaluation • Participate in writing submissions, tenders and grant applications

professional standards/development	• Maintain and develop standards of practice and skills • Provide and/or participate in information exchange and in-service education to cohealth staff • Participate in performance reviews, supervision and stay up to date on any changes to policies, process or organisational structure at cohealth
culture and teamwork	• Champion cohealth's culture to promote teamwork, employee development and empowerment in order to foster a culture of high performance and a workforce which demonstrates behaviours consistent with cohealth's values
quality and continuous improvement	• 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
health & safety compliance	• 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

- Relevant qualifications in AOD/Mental health or similar
- Understanding of and commitment to Harm Minimisation and the models that underpin Family Drug Support
- Demonstrated experience working in the Drug & Alcohol sector
- Experience providing brief interventions, single session interventions and ongoing support
- Experience working with, and an awareness of the issues that affect, people from culturally and linguistically diverse backgrounds and people from marginalised communities
- Ability to work within a multi-disciplinary team, including with peer workers, as well as independently
- Computer literacy
- Excellent time management and organisational skills

- Establishes respectful professional relationships that have clear boundaries with consumers, staff and partner organisations
- Strong belief and personal alignment in cohealth Values and Mission

position requirements

- Relevant qualifications in AOD/Mental health or similar
- Working with Children's Check (WWCC)
- Nationally Coordinated Criminal History Check (NCCHC)
- Immunisation Category B to be produced for sighting upon request

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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