

## POSITION DESCRIPTION

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|----------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Position Title:</b>                 | AOD Practitioner                                                                                                                                                |
| <b>Award:</b>                          | Community Health Centre (Stand Alone Services) Social and Community Service Employees Multi Enterprise Agreement 2022                                           |
| <b>Classification:</b>                 | Social and Community Services Employee Level 4                                                                                                                  |
| <b>Site:</b>                           | This position is primarily based at our Holdsworth Road, Bendigo, site, however, may be required to work from any BCHS site or outreach location as negotiated. |
| <b>Hours per fortnight:</b>            | 45.6 hours per fortnight (0.6 FTE)                                                                                                                              |
| <b>Tenure:</b>                         | Ongoing                                                                                                                                                         |
| <b>Position description developed:</b> | August 2026                                                                                                                                                     |
| <b>Responsible to:</b>                 | Senior AOD Practitioner, AOD Wellbeing Services                                                                                                                 |

### 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 substances. The team supports consumers along the continuum of substance 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, education, and counselling interventions to reduce harm.

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, intake, triage, assessment, recovery coordination, counselling, including forensic counselling, family support, peer support, AOD trainees, and an AOD family violence advisor.

## POSITION ROLE

The AOD Practitioner works within a multidisciplinary team to deliver recovery-oriented, trauma-informed and culturally responsive AOD services. As part of a supportive team, the AOD Practitioner will share the undertaking of intake, triage, comprehensive assessment, care planning, coordination, brief intervention, and ongoing review to support person-centred recovery. Working collaboratively with consumers, families, peer workers, clinicians and external providers, the AOD Practitioner delivers evidence-based interventions, outreach, harm reduction, and coordinated treatment across the continuum of care. The position promotes equitable access, strengthens integrated service pathways, and contributes to safe, high-quality AOD practice, continuous quality improvement, and positive consumer outcomes.

## POSITION RESPONSIBILITIES

**The responsibilities of the position are:**

1. Intake, Assessment and Care Coordination
  - Receive, triage, and coordinate referrals for AOD services, assessing client needs, risks and priorities to facilitate timely access to appropriate treatment and supports.
  - Using a strengths approach, undertake biopsychosocial assessments, develop, implement and review person-centred recovery plans in partnership with clients.
  - Coordinate care across the client journey, including engagement, treatment, transitions, discharge and continuing care.
2. Recovery-Focused Service Delivery
  - Deliver recovery-oriented, trauma-informed and culturally safe care coordination, brief interventions, outreach, pre-treatment support and other therapeutic interventions that promote engagement, wellbeing and recovery.
  - Monitor client progress, respond to changing needs and facilitate individual and group-based interventions where appropriate.
3. Integrated Practice and Partnerships
  - Work collaboratively with internal teams, referrers and external agencies to provide coordinated, holistic care and facilitate access to health, mental health and community support services.

- Participate in multidisciplinary care planning, service coordination and shared care arrangements to improve client outcomes.
- 4. Advocacy and Inclusive Practice
  - Advocate for clients to reduce barriers to treatment and promote access to appropriate services and community supports.
  - Deliver inclusive, culturally responsive and family-sensitive practice that recognises the needs of Aboriginal and Torres Strait Islander peoples, priority populations, families, carers and dependent children.
- 5. Quality, Documentation and Professional Practice
  - Maintain accurate client records, care plans and program data in accordance with legislative, funding and organisational requirements.
  - Participate in clinical supervision, quality improvement, service evaluation and professional development activities.
  - Other duties as directed.

## KEY SELECTION CRITERIA

### Essential

1. A relevant tertiary qualification in Social Work, Psychology, Occupational Therapy, Community Services, or a related field, and/or a recognised Alcohol and Other Drugs (AOD) qualification. This includes completion of the AOD Skill Set, or a demonstrated willingness to successfully complete the Skill Set within 12 months of commencing employment.
2. Experience undertaking intake, triage, comprehensive assessments, developing recovery plans, coordinating referrals, and supporting clients throughout their treatment and recovery.
3. Demonstrated ability to deliver person-centred, trauma-informed, recovery-oriented, and culturally safe support, that promotes engagement, treatment readiness, and recovery. Proficient in applying motivational interviewing, solution-focused brief interventions, harm reduction, and other therapeutic approaches to meet individual needs.
4. Demonstrated ability to work collaboratively with multidisciplinary teams and external services, build effective relationships, and advocate for clients to access appropriate treatment and community supports. Understanding of the Greater Bendigo region and local service system and Victorian AOD services
5. Demonstrated ability to identify, assess, and respond to clinical and psychosocial risk, including family violence risk using the MARAM Framework, applying sound professional judgement, while working within legislative, organisational, and professional practice requirements.
6. Highly developed written, verbal, and interpersonal communication skills, including the ability to maintain accurate client records, care plans and reports using a range of software platforms. Capacity to contribute to quality improvement activities.
7. A current employee Working with Children Check and Driver's Licence and 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.*

- Provide service delivery to at least the minimum level required by the funder.
- Demonstrate positive outcomes for consumers through your intervention.
- Show evidence of an integrated service delivery approach for consumers.
- 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:**

*Using 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 will 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.

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