

Harm Reduction Worker: Public Intoxication Response Program

position number	
status	Casual
network	Services
agreement	Community Health Centre (Stand Alone Services) Social and Community Service Employees Multi Enterprise Agreement 2022
classification	Level 4
reports to	Program Facilitator Public Intoxication Program

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 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: • Demonstrating the value of the cohealth model • Enhancing the sustainability and resilience of our organisation • Scaling our impact Our work is underpinned by five key enablers: people and culture, community connection, partnerships, ways of working, and infrastructure.
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, lived and living experiences, 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 Alcohol Harm Reduction Cluster. The Cluster delivers value-based care through codesign and by developing the capacity and capability for teams to work to the top of their scope of practice and in self-organising ways.

The Alcohol Harm Reduction Cluster aims to improve the health, wellbeing, housing, and social outcomes of people who use alcohol and other drugs and/or those experiencing homelessness in 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 Public Intoxication Response Program delivers a health response to people intoxicated in metro Melbourne in line with the recent decriminalisation of public drunkenness by the Victorian Government. As a Harm Reduction Worker in this program, you will respond to calls for support by developing and delivering outreach support to intoxicated individuals, transporting them to places of safety, implementing health and social care pathways and broader prevention strategies. This role will provide outreach, triage, transport and a bridge between Police, Ambulance, and safe places for individuals to sober up.



key accountabilities

direct outreach services

- Provide high quality, recovery-oriented, evidence-based outreach services to clients exhibiting intoxication in public
- Work collaboratively with internal partners and external stakeholders to optimise safety and outcomes for people intoxicated in public spaces
- Work with a nurse to support the immediate needs of a client and enact a plan that maximises the client's health, wellbeing and dignity while ensuring the safety of others
- Implement care and recovery coordination services as required, including supporting care plans, referrals, support services, both in outreach and onsite
- Transport: Arrange for someone to be taken to a place of safety, either through private means, a secondary paid service, direct provision of transportation, or in some cases, emergency services.
- Support clients to access other appropriate cohealth services in an effective and timely manner
- Collaborate with team to apply Continuous Quality Improvement to Program work flow and procedure
- Undertake de-briefing and supervision support as required
- Undertake community engagement, development activities and tasks which reduces stigma and promotes community safety and wellbeing
- Maintain knowledge, skills, qualifications, accreditations, and registrations through participation in professional development activities
- Carry out duties in a manner that does not adversely affect their own health and safety, or others by following agreed procedures, reporting all incidents, injuries, near misses, or potentially hazardous conditions as well as cooperating with any measures introduced in the workplace to improve Work Health & Safety (WHS)
- Support clients to access other appropriate services outside of the program in an effective and timely manner
- Collaborate with key external stakeholders including Victoria Police, Ambulance Victoria, private industry, tertiary hospitals, area mental health services, tertiary hospitals, and other community-based organisations
- Respond to challenging behaviour calmly and assertively using a trauma informed framework and in line with cohealth policies and procedures

centre based work	- As part of a multidisciplinary team provide support to people accessing the centre - Monitor people who are intoxicated to ensure safety. - Ensure client spaces are clean and tidy to maximise the client experience
community engagement and administrative tasks	- 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 - Undertake a range of administrative tasks including record keeping, using electronic client files, correspondence and report writing, development of health promotional materials and data collection - To maintain and model respectful communication, ethical conduct, positive and compassionate behaviour at all times - Understand and participate in professional development and quality improvement activities consistent with cohealth policies and procedures - Support special projects or undertake other tasks as required - Perform all other duties as directed, within the limits of skills, competence, and training to maximise flexibility and effectiveness
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
other	- Support clients to access other appropriate services outside of the program in an effective and timely manner - This role requires regular shift work including after-hours and weekends

position requirements

- Certificate IV or tertiary qualification in a relevant field or other appropriate qualification
- A Lived experience of accessing AOD services will be highly regarded
- The ability to assess client need and develop a care plan in order to support and assist both their immediate wellbeing and safety and their short-term navigation to health and other community services
- A commitment to the principles of harm reduction and recovery
- The ability to establish respectful professional relationships that have clear boundaries with consumers, staff, and partner organisations
- The ability to take initiative, act calmly and with confidence in challenging situations and work well own direction
- Demonstrates self-awareness and the ability to self-regulate, role models a positive outlook & positive team culture even during challenging times
- Well organised and able to be flexible and manage competing priorities
- Undertake Continuous Quality Improvement and health promotion activities, performance review and professional development which promotes safe and quality care
- Working with Children's Check (WWCC)
- Nationally Coordinated Criminal History Check (NCCHC)
- Victorian Driver's License
- Immunisation Category A to be produced for sighting upon request
- Promotes collective achievement, contributes to the development and achievement of group objectives, is respectful, actively listens to and seeks out opinions and ideas from others
- Demonstrates self-awareness and the ability to self-regulate, role models a positive outlook even during challenging times

key selection criteria

- Minimum certificate IV qualifications in Alcohol & Other Drugs, Community Services, Mental Health, Social Work or similar. Other appropriate tertiary qualifications may also be considered
- Experience working with, and an awareness of the issues that affect, people from culturally and linguistically diverse backgrounds and people from marginalised communities
- Demonstrated ability to work with people who are disadvantaged and are experiencing chronic health issues, including rough sleeping and substance dependence
- Capacity to engage and assess client need to provide appropriate immediate support and on-referrals about/to health and other community services
- Demonstrated interpersonal skills, including conflict resolution and negotiation and the ability to communicate effectively with people from diverse social and cultural backgrounds
- Demonstrated ability to work as part of a team in an outreach capacity as well as independently with minimal supervision
- Ability to support integrated care across a multi-disciplinary service which reduces harm and provides pathways to recovery services
- Demonstrated commitment to community participation and ongoing engagement with consumers
- Good time management and organisational skills, ability to work independently and within a multi-disciplinary team, which includes people with a lived experience
- Computer literacy (including the use of MS-Office based systems and familiarity with computerised databases)
- Committed to the philosophy and vision of Cohealth

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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owner:	
review date:	
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