

Position Description

JOB TITLE	AOD and Mental Health Worker - MMHC
DATE	September 2026
REPORTS TO	Manager, Programs Operation and Innovation

Primary Purpose of Position: The AOD (Alcohol and Other Drugs) and MH (Mental Health) Worker-MMHC (Medicare Mental Health Centre) is a staff member of Odyssey Programs and works within a MMHC as part of that team. The role is line managed by Odyssey Programs staff with work direction from the MMHC Manager. The AOD and MH Worker provides specialised AOD and MH treatment and support services to clients of the MMHC's. This will include counselling, case management, group facilitation, and other psychosocial supports.

Odyssey House NSW is a community organisation that works at reducing addiction and its' impact on individuals, families, carers and communities.

Our vision: A world free of addiction.

Our purpose: To build safe and healthy communities by reducing the impact of substance use on individuals, families, carers and communities.

Our Values:

Respect We demonstrate consideration and regard for the feelings, beliefs and rights of others.

Integrity We act with honesty and adhere to consistent moral and ethical values and principles through our personal and professional behaviours.

Professionalism We are committed to excellence by maintaining our professional boundaries and fulfilling responsibilities in an accountable, inclusive and objective manner.

Creativity We trust in our limitless potential.

Location: Gosford NSW Central Coast
This role may require travelling between other Odyssey House NSW sites as required.

Employment Status: Full Time

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POSITION DESCRIPTION	
Key Areas	Key Responsibilities
Individual Treatment and Support	• Work in collaboration with clients to plan and implement individual goals for treatment and support. • Conduct relevant client assessments within the MMHC and Odyssey House Models of Care (MoC), and as directed. • Conduct and facilitate client care planning assessment processes to assist in the development of individual client treatment plans. • Provide individual AOD and MH recovery one-to-one treatment, care planning, care coordination and case management in line with the Odyssey Model of Care and the MMHC requirements, including working with external services and providers where required to further client case management goals. • Support MMHC clients in crisis through provision of specialised assistance • Provide ad hoc psycho-social support within the Odyssey MoC and the MMHC requirements to clients as required and as directed. • Facilitate and deliver AOD and MH groups in line with the Odyssey MoC and the MMHC requirements including through both face-to-face and online delivery methods.
Team Approach and Care Coordination	• Work collaboratively as part of the broader MMHC team, receiving direction from and working closely with the Service Manager – MMHC. • Function in line with the processes, policies and standards required of staff working as part of the MMHC. • Work collaboratively with Odyssey Programs staff, and others to provide high standard collaborative support. • Participate in team processes including staff meetings, peer debriefing and similar. • Participate in client case reviews including presenting relevant cases. • Liaise with the other Odyssey Programs and MMHC staff to ensure client's treatment goals are being met. • Develop and maintain strong internal and external networks as resource for support OHNSW clients and meeting organisational goals. • Liaise with other specialist and medical practitioners (for e.g., General Practitioner, other mental health specialist in the community) to meet needs of clients including referral where required. • Liaise with external agencies and professionals to support continuity of care, including for example, contribution to discharge summaries. • Contribute to a culturally safe workplace by demonstrating inclusive behaviour and showing respect for diverse backgrounds, experiences and perspectives of all consumers, carers and colleagues including but not limited to Aboriginal and Torres Strait Islander communities, multicultural communities, gay, lesbian, bisexual, transgender and intersex (LGBTQI) communities and people with a lived experienced of mental ill health.

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Record Keeping and Reporting	- Maintain client records to a professional standard and in line with the MMHC requirements and Odyssey guidelines including quantitative data capture and appropriate professional case notes. - Utilise the Client Management System (as well as the assessment, outcomes and documentation tools) required of MMHC staff. - Contribute to other program or service-wide data capture, recording or analysis as required.
Clinical Governance and Quality Improvement	- Participate in Clinical Governance processes in line with Odyssey Clinical Governance Framework and the requirements of the MMHC. - Participate in Odyssey and MMHC quality improvement processes, including Incident Management and ongoing evaluation processes
Additional Responsibilities	- Work within the Odyssey Programs Model of Care and the operating procedures required of MMHC staff. - Undertake additional activities to support Odyssey Programs operations. - OHNSW takes safeguarding children, young people and vulnerable adults seriously, and as an employee, you are required to meet the behaviour standards outlined in our Code of Conduct and Safeguarding Policy for Children and Young People. - Reporting any concerns of abuse and neglect in alignment with the code of conduct, safeguarding policy for children and young people. - Maintain professional boundaries and client support in challenging and emotionally charged scenarios. - Fulfill other tasks and duties as required

SELECTION CRITERIA

Qualifications	Relevant VET qualification or tertiary qualification in relevant field and professional registration where relevant.
Experience	- Significant experience supporting persons with alcohol and other drugs support needs. - Significant experience supporting persons with mental health support needs and/or co-existing support needs. - Experience in provision of one-to-one support for people with AOD and Mental Health support needs. - Experience in group facilitation and group program delivery. - Demonstrable experience working in team environment to deliver coordinated support. - Demonstrated experience undertaking brief and comprehensive assessment as well as ongoing assessment of client support needs. - Experience working within a non-government AOD treatment program. - Demonstrable emotional resilience and maintenance of professional boundaries when managing challenging or unpredictable client situations.

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Skills and Knowledge	• Computer literacy including understanding of MS Office Suite and use of Client Management Systems (CMS's) • Demonstrable communication skills including report writing, case note writing. • Understanding of the principles of the Privacy Act and its practical implementation in service delivery. • Knowledge of evidence-based treatment, harm minimisation, care coordination and support strategies. • Knowledge of and commitment to implement the principles of WHS, EEO and continuous Quality Improvement. • The ability to regulate emotions, remain calm and be emotionally resilient while interacting and supporting clients with high levels of emotion and at time emotionally disturbing conversations.
Other Requirements	• Current NSW Drivers Licence • Unlimited rights to live and work in Australia. • Current suitable National Police check • Current Working With Children Check (WWCC) for paid employment • COVID vaccinated

This job description serves to illustrate the scope and responsibilities of the post and is not intended to be an exhaustive list of duties. You will be expected to perform other job-related tasks requested by management and as necessitated by the development of this role and the development of the business.

ACKNOWLEDGEMENT

As the incumbent of this position, I confirm I have read the Position Description, understand its content and agree to work in accordance with the requirements of the position.

SIGNED

AOD and Mental Health Worker- MMHC

Name: _____

Date: _____