

Position Description

JOB TITLE **AOD & Mental Health Worker-HaHC**

DATE October 2026

REPORTS TO **Manager, Programs Operations and Innovation**

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

Odyssey 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: Caringbah NSW
This role may require travelling between other Odyssey House NSW sites as required.

Employment Status: Full Time

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Help aHead Caringbah is an integrated, person-centred service that strengthens continuity across mental health, alcohol and other drugs, physical health, and psychosocial supports. The model brings together clinical, peer, cultural and community expertise to provide coordinated support that responds to the full context of a person's life, relationships and wellbeing.

All staff undertake a Wellbeing Navigator role, partnering with people to develop and maintain a shared wellbeing and recovery plan. In this role, practitioners provide a consistent point of contact, coordinate contributions from other supports and help engage with services across the broader system.

POSITION DESCRIPTION

Key Areas	Key Responsibilities
Treatment and Support	• Work in collaboration with clients to plan and implement individual goals for treatment and support. • Conduct relevant client assessments within the Help aHead Caringbah hub 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 Help aHead Caringbah requirements, including working with external services and providers where required to further client case management goals. • Support Help aHead Caringbah clients in crisis through provision of specialised assistance • Provide ad hoc psycho-social support within the Odyssey MoC and the Help aHead Caringbah requirements to clients as required and as directed • Facilitate and deliver AOD and MH groups in line with the Odyssey MoC and the Help aHead Caringbah requirements including through both face-to-face and online delivery methods
Team Approach and Care Coordination	• Work collaboratively as part of the broader Help aHead Caringbah team, receiving direction from and working closely with the Service Manager Help aHead Caringbah. • Function in line with the processes, policies and standards required of staff working as part of the Help aHead Caringbah hub. • 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 Help aHead Caringbah 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.

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	• 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 experience of mental ill health.
Record keeping and Reporting	• Maintain client records to a professional standard and in line with the Help aHead Caringbah 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 Help aHead Caringbah 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 Help aHead Caringbah hub. • Participate in Odyssey and Help aHead Caringbah quality improvement processes, including Incident Management and ongoing evaluation processes
Additional Responsibilities	• 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.

ESSENTIAL 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.

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	• Experience working within a non-government AOD treatment program. • Demonstrable emotional resilience and maintenance of professional boundaries when managing challenging or unpredictable client situations.
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.
• SPECIAL CONDITIONS	
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 & Mental Health Worker-HaHC

Name: _____

Date: _____