ODYSSEY HOUSE
NEW SOUTH WALES

Position Description

JOB TITLE	**AOD Treatment Worker - CALD Specialist**
DATE	October 2026
REPORTS TO	**Coordinator, Odyssey Multicultural Program**

Primary Purpose of Position: The AOD Treatment Worker, CALD Specialist works within Odyssey Multicultural Programs (Odyssey) to provide specialist AOD treatment and support services to people from Culturally and Linguistically Diverse (CALD) backgrounds and communities within the regions where Odyssey operates. Specialist AOD services may include comprehensive assessment, group facilitation, and one-on-one treatment and support including case management. The AOD Treatment Worker, CALD Specialist works closely with the Community Development/Project Officers and Case Managers to develop and support pathways to support.

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: Blacktown or Liverpool NSW
This role may require travelling between other Odyssey House NSW sites as required.

Employment Status: Full Time

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 comprehensive client assessments, recording all relevant data in the client management system • Conduct and facilitate client care planning assessment processes to assist in the development of individual client treatment plans • Provide individual alcohol and other drug (AOD) counselling and care coordination as required. • Provide individual AOD and wellbeing recovery one-to-one treatment, care planning, care coordination and case management in line with the Odyssey Model of Care including working with external services and providers where required to further client case management goals. • Facilitate and contribute to development of educational/support group programs focused on AOD relapse prevention relevant to clients in recovery. • Provide online group programs and counselling services as required. • Evaluate and review client treatment plans utilising a stepped care approach. • Ensure all client's case notes, documents, letters, reports, and case reviews are recorded in a timely manner in the client management system.
Group Facilitation and Support	• Implement, develop, and deliver culturally appropriate CALD specific group programs including community-based programs to reduce the harmful effects of AOD use for individuals and in the Communities with which Odyssey works. • Facilitate and deliver OHNSW manualised, process and education groups in line with the Odyssey Model of Care including through both face-to-face and online delivery methods
Team Approach and Care Coordination	• Work collaboratively with Odyssey Programs staff including CALD Specialist staff to provide wrap around support • Liaise with client's other support providers including clinical supports, community supports and supports for housing, employment, training, social reintegration, and any other supports required by clients of the Transitions program. • Provide AOD treatment support or linkages to Odyssey CALD Specialist Case Managers or other Odyssey staff • Work with local communities and community organisations to reduce AOD and other harms such as mental distress to individuals, families, and communities. • Develop strong and effective stakeholder networks • Participate in internal team processes such as staff meetings, peer debriefing, case review. • Liaise with external agencies and professionals to support continuity of care, including contribution to exit and transfer of care.

Record keeping and Reporting	• Maintain client records to a professional standard and in line with Odyssey guidelines including quantitative data capture and appropriate professional case notes. • 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 OHNSW Clinical Governance Framework • Participate in OHNSW Quality Improvement framework processes, including Incident Management and ongoing evaluation processes
Additional Responsibilities	• Work within the OHNSW Model of Care • 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.
ESSENTIAL CRITERIA	
Qualifications	• Relevant VET Qualification or tertiary qualification in relevant field
Experience	• Significant experience in the Alcohol and Other Drugs (AOD) and/or Mental Health (MH) sectors supporting people from CALD communities. • Demonstrated experience working with those with complex support needs including, for example, those from CALD backgrounds, experience of trauma, contact with the criminal justice system, co-occurring MH and AOD, experience of homelessness, and other support needs. • Experience in group facilitation and group program delivery • Experience in the delivery of individual programs of care and support. • Demonstrable emotional resilience and maintenance of professional boundaries when managing challenging or unpredictable client situations.
Skills and Knowledge	• Understanding of the health issues and other complex support needs that affect CALD individuals and communities • Ability to engage with CALD individuals and communities including likely identification as culturally and/or linguistically diverse. • Speak language(s) other than English • Ability to conduct brief and comprehensive assessments of client support needs • Computer literacy • Demonstrable communication skills including report or case note writing

	• The ability to regulate emotions, remain calm and be emotionally resilient while interacting with and supporting clients with high levels of emotion and at time emotionally disturbing conversations
SPECIAL CONDITIONS	
Other Requirements	• Current NSW Drivers Licence • Right to live and work in Australia • National Criminal History Check • Working With Children clearance for paid employment • COVID vaccination

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

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AOD Treatment Worker, CALD Specialist

Name: _____

Date: _____