Position Description

Alcohol and Drug Outreach Worker

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| **Award & grade:** | Community Health Centre Stand Alone Services SACS Multi Enterprise Agreement 2013-2015 Social Worker Class 2 |  |
| **Salary range** | Dependent upon qualifications and experience |  |
| **EFT** | 1.0 |  |
| **Reporting to** | Alcohol and Other Drugs Manager |  |
| **Accountable to** | General Manager |  |
| **Tenure** | Ongoing – subject to funding |  |
| **Direct reports** | Nil |  |
| **Location** | 23 Lennox Street, Richmond |  |
| **Date issued** | September 2017 |  |

Organisation Profile

**North Richmond Community Health (NRCH)** is committed to making healthcare more accessible and culturally relevant.

Our community health centre in Richmond provides a range of medical, allied health, dental and community services to clients from all backgrounds. We also provide specialist health services in other parts of Victoria, and work with health, government and community services around the country.

The Alcohol and Other Drug (AOD) program of NRCH purpose is to reduce the harms associated with problematic substance use in the community by employing a range of strategies with both the individual, the drug using community and the broader north Richmond community. The AOD program utilises harm minimisation strategies and provides needle syringe equipment, AOD information, brief interventions and health promotion. It also works to support individuals enter the broader Alcohol and Drug service system.

Position Objective

The purpose of the position is provide outreach experience and practice to impact on risk practices associated with injecting drug use and improve the health and well-being of people who use illicit drugs, employing harm reduction strategies and operating in accordance with best AOD practice.

The position will contribute to the achievements of the organisation’s strategic directions.

Position Description

Alcohol and Other Drugs Worker

Key Responsibilities

**Alcohol and Drug Program – general duties**

* General screening, assessment, crisis intervention and supported referral.
* Assess, monitor and assist clients who present at the service at risk of overdose and/or who manifest other overdose risk factors.
* Provide direct health education and prevention for clients; e.g. harm reduction, relapse prevention, sexual health education, HIV, hepatitis, nutrition/diet education etc.
* Provide, on request, referral information and supported referral to a range of other health, welfare, legal, housing and drug treatment services.
* Routinely collect data and provide reports to the Department of Health and Human Services (DHHS), AOD team leader and others on request. Record and maintain case notes; fulfil all reporting requirements.
* Attend and participate in relevant internal and external meetings and other forums.
* Assist in planning, implementing and evaluating events and specific initiatives.
* Contribute to the continuous quality improvement of the AOD program.
* Contribute to the development and maintenance of an innovative AOD service delivery model.
* Provide secondary consultation to other NRCH staff and external providers. Attend and participate in relevant internal and external meetings and other forums.
* Carry out other duties as requested by management.

**Needle Syringe**

* Provide needle syringe (NS) equipment, on request, in conjunction with resources on HIV and Hepatitis B & C prevention and hepatitis C treatment options; information and materials on safer sex and on safe disposal.
* Maintain NS stock levels; order stock and other resources and coordinate the storage of NS supplies and educational resources.
* Participate in needle/syringe retrievals and monitor the area around NRCH for inappropriate drug use and discarded equipment.
* Work in the Needle Syringe Program when required or as directed.

**Outreach**

* Respond to, assess and, as appropriate, manage incidents of drug related overdose that occur within the vicinity of the NRCH; implement CPR where necessary, administer naloxone and provide overdose support and follow up as required.

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* Develop effective working relationships with ambulance and emergency services and other relevant stakeholders to improve overdose management and outcomes for clients.
* Employ a range of strategies to deliver harm reduction messages that address safer drug use issues such as vein care, drugs and their effects, mixing drugs, safe disposal etc.
* Attend and participate in relevant internal and external meetings and other forums.
* Participate in program/service development and evaluation.

Key Capabilities

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| --- | --- | --- |
| **Client experience** | **Community relations** | * Is sensitive to clients’ heritage, traditions and identity. * Actively listens to clients and passes on relevant information accurately and appropriately * Responds in a prompt and sensitive manner to clients’ requests so that the client feels supported and accepted. * Maintains basic awareness of current community issues. |
| **New and Different Approaches** | **Accountability** | * Seeks feedback to ensure work is consistent with expectations. * Is committed to own professional and personal development. |
| **Ethics** | * Observes Code of Conduct, behaves ethically and seeks assistance with ethical dilemmas |
| **Program Development** | * Actively participates in team activities. * Performs own roles and responsibilities efficiently to contribute to program objectives |
| **Learning and Development** | * Identifies own skills and skill needs in consultation with supervisor |
| **Innovation** | * Uses technology and software applications effectively in accordance with task requirements * Identifies opportunities to do things better, develops ideas with others and assists with the implementation of routine changes. |
| **Working in Partnership** | **Change Management** | * Maintains a positive approach to change and adapts to new or different ways of working |
| **Partnerships and Collaboration** | * Builds collaborative relationships with the relevant people at NRCH. |

Position Description

Alcohol and Drug Outreach Worker

Key Selection Criteria

**Essential skills & experience**

**Role Specific competencies**

* Minimum 2 years experience in a harm reduction service or in an outreach role with complex case management in the alcohol and other drug sector
* Experience writing professional case notes, client records, reports and related documents.
* Demonstrated knowledge of co-occurring drug use and mental health issues, including harm reduction in the context of illicit & other drug use.
* Minimum 2-3 years experience in developing and implementing health promotion activities with community members.
* Knowledge of local agencies and services relevant to the client group.

**Essential attributes**

* Sound interpersonal skills, including conflict resolution and negotiation, and the ability to communicate effectively with people from diverse cultural and social backgrounds.
* Ability to multi task, prioritise effectively and achieve quality outcomes in a busy, client focused environment.
* Ability to work as part of a team as well as independently with minimal supervision.

**Qualifications \ Registration requirements**

* Recognised qualifications in a social or human services area or other relevant qualification will be highly regarded
* Certificate IV Alcohol and Drugs
* Current Victorian Drivers Licence

The successful applicant will be required to undergo a National Police Check and hold a current Working with Children’s Check.

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Alcohol and Drug Outreach Worker

Internal Training Requirements

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| **Topic** | **Timeframe for completion** |
| Induction Training | 3 months |
| Cultural Competency | 3 months |
| Hand Hygiene | 3 months |
| Child Safety | 3 months |

Responsibilities and conditions of employment

All employees of North Richmond Community Health are required to follow specific common conditions of employment as outlined in the NRCHL Policy and Procedures Manual. Key responsibilities and conditions include

* Employment terms and conditions are consistent with National Employment Standards and relevant awards/agreements. Salary is set commensurate with funding, award/agreements, sector expectations and individual skills/experience relevant to the role.
* Employees are expected to conduct themselves in a manner consistent with organisation’s Code of Conduct, Scope of Practice, Employment Contract, Cultural Competency standards and all other policies and procedures.
* NRCH is committed to creating a child-safe environment and to the participation and empowerment of children. NRCH has zero tolerance of all forms of child abuse and all allegations and safety concerns will be treated very seriously. All NRCH staff and volunteers are required to contact authorities when they are worried about a child’s safety. If you believe a child is at immediate risk of abuse contact 000.
* Employees are expected to participate in the NRCH risk management and quality improvement systems by being aware of responsibilities to identify, minimise and manage risks and identify opportunities for continuous improvement in the workplace through communication and consultation with managers and colleagues.
* Employees are expected to contribute positively to a safe workplace by reporting hazards and incidents immediately to an OHS representative, committee member or manager. Employees must behave in a manner that fosters safe working practices.
* Adhere to NRCH infection control policies and procedures.
* Regular working hours will be negotiated but will be within operational hours. From time to time, some out-of-hours work may be required. Employees are expected to present for work on time, and follow notification guidelines when ill or late for work.
* Appointment is subject to a six-month probationary period, wherein performance will be reviewed prior to the expiry of the probationary period and an ongoing employment decision will be communicated.

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* Performance is reviewed formally on an annual basis and all staff will have responsibility for an individually tailored work plan. All position descriptions are open to periodic review by management in consultation with staff.
* NRCHL provides a smoke-free environment, including within vehicles.
* The staff member may be required to perform other duties as directed, in accordance with training, skills and experience.

Further Information

For enquiries relating to this position, contact:

**Wendi Hobbins** | General Manager | wendib@nrch.com.au