

POSITION DESCRIPTION



Alcohol & Other Drugs Support Worker

(AOD Support Worker)

Supporting Everyone to be healthy and live well

PURPOSE OF THE ROLE

The Adult and Older Adult Mental Health and Wellbeing services, otherwise known as “Locals”, are a key recommendation from Victoria’s Royal Commission into the mental health service system. As such, the Locals are a key feature of the current system transformation.

The Locals will act as a front door to the mental health service system utilising a no wrong door approach. The Locals will provide a continuum of care and support including clinical interventions, wellbeing supports, and therapeutic support through an integrated mental health and alcohol and other drug framework approach.

Mind Australia is the lead agency in a consortium which comprises of Bendigo Health, Echuca Regional Health, The Salvation Army, Thorne Harbour Health and Bendigo District Aboriginal Co-op who will deliver the Greater Bendigo Loddon Campaspe Local. Our shared vision is a Greater Bendigo Loddon Campaspe Local that delivers integrated care and support that puts the person accessing the service at the very centre of their treatment, support and care coordination using a range of evidence informed approaches. The consortium is committed to embedding lived and living experience within all aspects of the service including program design and evaluation, leadership, service delivery and governance.

Alcohol & Other Drugs Support Worker Position Statement

The AOD Support Worker will provide integrated treatment, care and support for people with co-occurring mental illness and substance use.

The practitioner will work in a way that views substance use from a health and wellbeing perspective. Care will be provided across the stages of change, providing practical strategies to improve mental health and wellbeing and reduce associated risks, especially where a person continues to use substances. Clinical interventions will be integrated with and complemented by wellbeing supports, peer and mutual self-help supports and care coordination.

Position Details	
Position Title:	Alcohol and Other Drugs (AOD) Support Worker
Department	Greater Bendigo Loddon Campaspe Mental Health and Wellbeing Local (GBLC)– Echuca Site
Reports to:	GBLC Operations Manager – Echuca Site
Positions Reporting to this role:	N/A
FTE:	0.5
Budget:	Funded by GBLC (MIND Australia)
Enterprise Agreement:	Allied Health Professionals (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021-2026;
Position Classification:	Welfare Worker Class 2A
Position Description last reviewed:	03/02/2026

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Key Accountabilities

Initial screening to identify and respond to initial needs, which considers the complex interactions between mental illness and substance use, and the impacts this may have on a person's health and wellbeing.

Complete AOD screening tools such as but not limited to AOD intake forms, comprehensive biopsychosocial assessment.

Provide service from a range of evidence-based, clinically indicated and trauma informed psychological therapies (such as therapeutic counselling, motivational interviewing, and Cognitive Behaviour Therapy), integrated with wellbeing supports

Deliver psychoeducation regarding co-occurring mental illness and substance use or addiction, including:

- education, information and practical strategies to reduce the harms associated with the use of alcohol or other drugs, for example safe consumption practices
- programs that explore the relationship between trauma, mental health and substance use or addiction

psychoeducation for families, carers and supporters.

Inclusive models of integrated treatment, care and support that assist families, carers and supporters to carry out their caring role as well as address their own wellbeing needs

Care coordination to ensure continuity of care and coordinate effective referrals, information transfer and communication between Local Services and the AOD sector, as well as assist the consumer to access the range of health and social support services.

Capability to support people who may present to the Local Service under the influence of alcohol or other drugs and require an immediate and safe stabilisation response. In addition, provide secondary consultation to other staff employed within the Local for people who present intoxicated

Provide a holistic coordinated care approach to service delivery through liaison, advocacy, collaboration, and networking with external services to achieve improved outcomes for participants

Facilitate communication transfer and referral pathways into Area Mental Health and Wellbeing services as clinically indicated

Participate in professional development, training, consumer review and monthly clinical and line management supervision as well as secondary consultation for all staff within the Local.

Specialist Case Management, Group Work and Family Engagement.

- Embed case management practices, including assessment, monitoring, planning and review under a trauma informed practice lens to ensure practices are consumer focused and reflective of contemporary theory
- Target interventions that Work towards the best health outcomes that lead to:
 - A reduction of psychological distress and mental ill-health,
 - A reduction of psychological crisis, self-harm and suicide,
 - An improvement of physical health,
 - Positive experiences of treatment, care and support
 - Lead to a decrease of drug and alcohol use and or addiction related harms

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- Target interventions that lead to Improved quality of life outcomes and recovery that foster:
 - Improved relationships and social connections,
 - Improved capacity, and opportunities to live a purposeful and contributing life,
 - Improved daily living skills, housing security, economic participation and financial,
 - Decreased engagement with the justice system,
 - Improved family, carer and supporter experiences and relationships with reduced family, carer and supporter stress,
 - A reduction in the need for services support over time
- Target interventions that support people to manage their own mental health and wellbeing demonstrated through providing opportunities:
 - To improve capacity for self-management and self-care,
 - To improve capacity for decision making about their own treatment, care and support
 - To improve all peoples sense of agency
- Target interventions that support mental health and other system benefits that lead to:
 - Improved continuity of care,
 - A reduction in need for more intensive acute mental health and wellbeing services,
 - A reduction in Emergency Department presentations and emergency callouts,

Self-Care and Wellness: Actively engage in self-care practices and seek opportunities for professional development to maintain personal well-being and enhance clinical skills

Organisational Responsibilities

- Positively promote ERH within and externally to the organisation
- Comply with the ERH and Victorian Public Sector Code (VPS) of Conduct
- Each employee has a responsibility to comply and promote practices with all ERH policies and procedures and familiarise themselves with those relevant to their position
- Comply with relevant registration bodies mandatory continuing professional development requirements
- Carry out all work and interactions in alignment with the CARE values
- Report all incidents and near misses as soon as possible after the event
- Participate in risk management activities and assist with identification and control of risks within their department or area of work
- Actively support compliance with the National Safety & Quality Health Service Standards and other professional standards and relevant regulatory requirements

CARE Values

All staff are expected to behave in a way that is in alignment with our corporate values:

Collaboration



Works with a team focus
 Cooperates with others and gains input and support to assist in achieving objectives
 We work with others to achieve shared goals

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<p>Accountability</p>	<p>Monitors the impact of one's own behaviour on others Supports a "no-blame" culture in reporting incidents and helping to effectively resolve them</p>
<p>Respect</p>	<p>Treats people fairly and openly Treats people with dignity Demonstrates personal standards of consistency, tolerance and patience</p>
<p>Excellence</p>	<p>Consistently supports and follows organisational policies and procedures Actively participates in identifying opportunities to improve what we do</p>

Key Relationships

Internal	External
Staff working within the LOCAL	Area Mental Health and Wellbeing Service

Selection Criteria

<p>Essential:</p>
<p>Qualifications: Diploma qualification in Alcohol and Other Drugs, Community Services, Mental Health or related discipline</p>
<p>Holds the AOD skill set as the minimum requirement to work in AOD sector or willing to obtain.</p>
<p>Demonstrated skills in the application of a range of therapy intervention models such as Mindfulness, Motivational Interviewing and Relapse Prevention to assist participants in developing strategies to address problematic substance use.</p>
<p>Provide a therapeutic approach that:</p> <ul style="list-style-type: none"> -is consistent and reliable -is trauma-informed and sensitive - encourages self-agency and recovery -has compassionate boundaries and flexible limits -includes strategies to manage crisis, self-injury, and suicidal behaviours -is able to help the consumer connect their emotions with thoughts and behaviours and develop skills to manage painful thoughts and emotions, self-sabotage, suicidal and self-harming behaviours, and interpersonal challenges - provides education and support to families, carers and supporters.
<p>Self-Care and Wellness: Actively engage in self-care practices and seek opportunities for professional development to maintain personal well-being and enhance clinical skills.</p>
<p>Well-developed interpersonal communication skills</p>

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Understand the value the voice of lived expertise and how it contributes to service provision and clinical outcomes
Hold a current Driver's License
Satisfactory evidence of; National police check, Working with Children's Check, NDIS Worker Screening Check and Vaccination status in line with policy and procedure at this time.
Perform other duties, responsibilities, and tasks as directed by the manager/supervisor, within the scope of the role, skills, and capabilities, to meet operational and organisational needs.
Desirable:
Ability to conduct group work
Experience in Clinical work within the AOD and/or Mental Health Services

TERMS & CONDITIONS OF EMPLOYMENT:

Terms and conditions are in accordance with the Letter of Offer and Contract of Employment.

I acknowledge that I have received a copy of this position description. I have read (or have had read to me) and understand the requirements of this position. I agree to work in accordance with this position description.

Signed: _____ Date: / /

Print Name: _____

cc: Employee File