



## Position Description

---

<b>Position Title</b>	Alcohol and Other Drug Peer Support Worker
<b>Division / Team</b>	Client Services / Step Thru Care Program
<b>Reports to</b>	AOD & MH Integrated Clinical Lead
<b>Agreement / Award</b>	Community Health Centre (Stand Alone Services) Social and Community Service Employees Multi Enterprise Agreement 2022
<b>Classification</b>	Level 3
<b>EFT / Term</b>	As per contract of employment
<b>Work Location</b>	As per contract of employment
<b>Date Approved</b>	February 2026

---

**About Ballarat Community Health** Ballarat Community Health (BCH) provides a wide range of community health and wellbeing services across Ballarat and Western Victoria. We are passionate about improving the health and wellbeing of the communities we support and addressing health and social inequality. We strive for safe, effective, connected, person centred quality services, and advocate to improve systems to bring about positive outcomes for the broader community. Our work is guided by our core values. These values inform how we work with each other, the partnerships we develop, as well as how we collaborate with and support our community. At BCH we believe our people are our greatest asset. We know that developing and retaining a skilled workforce is fundamental to our success. We are committed to nurturing an inclusive, capable and diverse workforce, and creating environments where our people thrive and excel.

**Our Purpose** Creating healthy communities through the provision of accessible, affordable and quality health and wellbeing services.

**Our Leading Principles** Address health inequity and inequality  
Improve the health and wellbeing of our community  
Have impact and be sustainable

<b>Values</b>	<b>Respect</b> Valuing other points of view and treating people with respect	<b>Integrity</b> Acting with sincerity and honesty	<b>Courage</b> Strength in the face of challenges
	<b>Resilience</b> The ability to be strong in adversity, and bounce back with renewed hope	<b>Responsibility</b> Being reliable and accountable to others	<b>Optimism</b> Focusing on potential and abilities

---

**Diversity Statement** Ballarat Community Health recognises and celebrates the diversity of the community within which we work. We acknowledge the first peoples of Australia and their unique contribution. We welcome and work with people of all ages and health status, of all races, abilities, gender identities, sexual orientations, religious, cultural and linguistic backgrounds and financial status.

---

<b>Position Summary</b>	<p>The Alcohol and Other Drug (AOD) Peer Support Worker will be part of the Step Thru Care program, an integrated AOD and Mental Health program funded by WestVicPHN.</p> <p>The AOD Peer Support Worker will work within a recovery model of service delivery. Through individual program planning and in consultation with a multidisciplinary team the AOD Peer Worker will support positive lifestyle choices and assist clients to develop skills and strategies to meet the challenges they face. This includes substance use, mental health, access to community resources, enhance everyday living skills, and achieve health and wellbeing goals.</p> <p>The AOD Peer Support Worker provides a unique lived experience perspective on recovery. Purposeful use of lived experience and relevant learnings supports the AOD service delivery. It also offers an optimistic viewpoint to clients and provides a role model for hope and recovery.</p> <p>This role requires a very sound knowledge and understanding of the Harm Minimisation/harm reduction Framework and Client Led Recovery Oriented Practice.</p>
-------------------------	---

---

**Principal Areas of Responsibility**

- Engage with clients to develop trusting and professional relationships
- Work collaboratively with clients, carers, family and other supports to identify their needs and set goals, develop a plan and review progress
- Collaborate as a member of the Step Thru Care team in the delivery of psychosocial community supports both individually and in group settings
- Work equitably with clients with respect for each individual's right to dignity, privacy, independence, and respect
- Support clients in their recovery by enabling empowerment and choice and the promotion of personal resilience and social inclusion
- Establish professional relationships with internal and external services to facilitate and support referral pathways that align with client goal plans
- Write clear, concise and accurate case notes in a timely manner and according to best practice
- Enter all relevant information within the client file and data systems. Ensure all clients have records and documentation that meet quality standards, statutory, organisational and funding body requirements
- Meet required KPI's for the number of client sessions for the eft allocation
- Complete requests for statistical and other information in a timely and accurate manner
- Promote a "can do" attitude within the team and broadly across the organisation
- Cooperate closely with team members in order to ensure appropriate, credentialled, continuity of care for clients, in cases where client presentation moves beyond the peer scope.

---

**Scope**

- To follow leadership and management direction and seek advice on all matters outside usual scope of practice.
  - Work closely with and under direction from the line manager.
  - Follow established work practices, policies and procedures.
  - Practice in a manner consistent with the requirements and scope of the program, role and training
  - AOD workers will work within a harm minimisation, strengths-based, recovery focused framework
-

<b>Organisational Responsibilities</b>	<ul style="list-style-type: none"> <li>• Be aware of and perform all duties in accordance with the organisation’s stated policies and procedures</li> <li>• Understand practice frameworks relating to the Multi Agency Risk Assessment and Management (MARAM) framework and Information Sharing Schemes</li> <li>• Establish and maintain cooperative working relationships with staff and ensure alignment with the BCH values at all times</li> <li>• Work within professional boundaries and relevant scope of practise at all times</li> <li>• Maintain relevant professional registration (as applies)</li> <li>• Work cooperatively across the teams to provide a comprehensive coordinated health promotion service</li> <li>• Attend approved professional development sessions and keep up to date with current developments, theories and practises in the field</li> <li>• Participate in compulsory BCH training programs</li> <li>• Ensure that client and staff confidentiality is respected and upheld at all times</li> <li>• Attend and actively participate in meetings as required</li> <li>• Represent and promote Ballarat Community Health appropriately, taking into consideration BCH advocacy statements and values</li> <li>• Participate in performance development plans and supervision</li> <li>• Participate in the organisation’s continuous quality improvement programs and activities</li> </ul>
--	--

<b>Qualification requirements</b>	<ul style="list-style-type: none"> <li>• Certificate IV Mental Health Peer Work, Mental Health, Alcohol and Other Drugs, Community Services or equivalent</li> </ul>
-----------------------------------	--

<b>Key Selection Criteria</b>	<p><b>1. Experience:</b></p> <ul style="list-style-type: none"> <li>• Sound knowledge, including the underlying principles of harm minimisation/harm reduction and recovery focused support, gained through experience, education and/or training</li> <li>• Knowledge of the statutory requirements related to community AOD support services</li> <li>• Identify as having a lived experience of AOD issues and feel confident in your own level of recovery which would enable you to draw upon your lived experience to provide support to clients.</li> <li>• Long term experience of stability in their recovery</li> <li>• Be willing to use your lived experience of AOD issues effectively, respectfully, and appropriately in your everyday work within professional boundaries.</li> <li>• Desirable: Experience in supporting and informing program developments, utilising codesign principles</li> <li>• Experience/understanding/willingness to report all issues of risk pertaining to clients utilising forums of line management, supervision and incident reporting mechanisms</li> </ul> <p><b>2. Interpersonal Skills:</b></p> <ul style="list-style-type: none"> <li>• Excellent communication skills with the ability to speak clearly, listen and consult with others, and adapt communication style to the context</li> <li>• Demonstrated ability to engage a diverse range of people using a non-judgemental approach</li> <li>• Ability to establish respectful professional relationships that have clear boundaries with clients, staff and partner organisations</li> <li>• Strong ability to identify problems, areas of concern, or conflict and to work within the structures of the organisation to achieve solutions</li> </ul> <p><b>3. Written Communication:</b></p>
-------------------------------	---

- Proven reporting, time management, professional case noting and administrative skills.

#### **4. Computer Skills:**

- Strong knowledge of and ability to use the Microsoft Office Suite and Windows based programs and database management systems

#### **5. Organisational Skills:**

- Ability to prioritise workloads and conflicting tasks and manage deadlines
- Display excellent adaptability and reliability skill
- Confident level of organisational skills
- Willingness to utilise the formal structures and processes to address issues, make requests

#### **6. Alignment with BCH values:**

- Ability to align with the BCH values in all areas of work
- A demonstrated commitment to the principles of recovery and self-empowerment
- Resilience, including the ability to adapt and respond to change and cope with challenges

---

#### **Conditions of Employment and other relevant information**

- The successful applicant will be required to maintain a current driver's licence.
  - BCH strongly supports Equal Opportunity and Access to Services, and requires all staff to be sensitive and inclusive of individual needs including but not limited to cultural, religious and sexual orientation.
  - The successful applicant will be required to undertake a police records check. Appointment is subject to the outcome of this check.
  - The successful applicant will be required to obtain and maintain a valid employment Working with Children Check whilst employed in this position.
  - The successful applicant will be required to obtain and maintain a valid NDIS Worker Screening Check whilst employed in this position.
  - Prior to being appointed to this position it is required that there is a full disclosure of any pre-existing injuries or disease that might be affected by employment in this position.
  - BCH reserves the right to vary the location of the position according to the needs of BCH and its clients and any future changes to the BCH's areas of operation.
  - Management may alter this Position Description if and when the need arises. Any such changes will be made in consultation with the affected employee(s). Statements included in this position description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all inclusive.
  - Salary sacrifice arrangements are available to all staff subject to BCH's ongoing Fringe Benefits Tax exempt status.
-