



# Position Description

---

<b>Position Title</b>	Integrated Alcohol and Other Drug & Mental Health Cultural Support Worker
<b>Division / Team</b>	Client Services / AOD
<b>Reports to</b>	Integrated AOD & MH Clinical Lead / Manager Alcohol and Other Drug Services
<b>Agreement / Award</b>	Community Health Centre (Stand Alone Service) Social and Community Service Employees Multi Enterprise Agreement 2022
<b>Classification</b>	Dependent on skills and experience
<b>EFT / Term</b>	0.5 FTE / Fixed term until 30 <sup>th</sup> June 2026
<b>Work Location</b>	Lucas
<b>Date Approved</b>	October 2023

---

**About Ballarat Community Health** Ballarat Community Health (BCH) strives for high quality, flexible and responsive service delivery, and health promotion with a focus on service monitoring, review, and evaluation. BCH provides a broad range of services to the community of Ballarat, with outreach services delivered in the Central Highlands region and beyond. There is a primary emphasis in all service delivery on health promotion and illness prevention. BCH is committed to operating as a values-based organisation and has adopted the below values as key to our work. We seek to demonstrate these values in the way we choose to behave and interact with each other, our clients, partners, and the community. Compassion, empathy, and empowerment are important behaviours in underpinning these values.

**Our Purpose** Health and wellbeing for all with a commitment to the most vulnerable.

**Our Leading Principles** A driven desire to maximise 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.

---

**Position Summary** Ballarat Community Health continues to build our Alcohol and Other Drug Mental Health integrated teams and programs in Ballarat and the surrounding community. It is an exciting time to become involved in a new program that focuses on a collaborative approach to cooccurring conditions. With the recommendations from the Royal Commission into Mental Health in Victoria, along with a commitment from our Commonwealth Government, via the Western Victoria Primary Health Network, multiple changes and improvements continue for our region.

Step Thru Care is an initiative of the Commonwealth Government, coordinated and funded via the WestVicPHN. The BCH lead program will work across the Central Goldfields area, in collaboration with Central Highlands Rural Health and Maryborough District Health Service. The aim of the program is to offer an integrated approach to clients experiencing multiple cooccurring issues, primarily including AOD and/or Mental Health. The program will provide services as and when needed, while incorporating warm referrals and collaborative care with internal and / or external service providers.

The Cultural Support Worker will be members of a dynamic multidisciplinary, multi-agency team.

---

**Team Environment**

Ballarat Community Health Alcohol and other Drug and Mental Health services offer a robust, multi-disciplinary team environment, with positive client outcomes always our priority. We nurture an innovative, learning environment which fosters optimal wellbeing for clients and our team members.

---

**Principal Areas of Responsibility**

- Improve overall health and wellbeing of clients.
  - Excellent communication skills, ensuring friendly, welcoming, non-judgemental approach
  - Flexible approach required, with the ability to problem solve, prioritising consumer needs
  - Assessment of client needs, implementing and reviewing client treatment plans, ensuring culturally appropriate supports and referrals are put in place
  - Supporting and delivering individual and group therapeutic interventions to people experiencing independent or co-occurring AOD, Mental Health and other arising issues
  - Demonstrate a harm minimisation and recovery approach that is strongly client centred
  - Work collaboratively with colleagues, clients and other community partner organisations to deliver the best possible comprehensive service to clients, family members and carers
  - Successfully engage First Nations people, provide the provision of timely, evidence-based treatment, psychological and social interventions in line with the client's age, social and cultural background, beliefs and individual needs
  - Be responsible for engaging with First Nations people accessing the facilities and program, to provide brief interventions and/or short-term case management
  - Through engagement with First Nations people and their carers, work collaboratively with them to manage their own care, support them to develop the skills and capacity to make positive decisions and to improve their social inclusion, community connectedness and personal development
  - Liaise and negotiate with other BCH services, external organisations and broader community services on a range of issues relating to clients, service delivery and referral pathways.
  - Work closely with other stakeholders, relevant agencies and organisations to assist with enhancing opportunities for clients
  - Ensure that all documentation of all client related records and associated data is accurately maintained to meet internal and external funding body requirements.
  - Ensure that all documentation, including case notes, conforms to regulatory, legislative and professional standard requirements
- 

**Scope**

- To follow leadership and management direction and seek advice on all matters outside usual scope of practice.
  - Practice in a manner consistent with the requirements of the relevant professional registration requirements and relevant registration board
-

- Continuing education to keep abreast of changes

---

**Organisational Responsibilities**

- Be aware of and perform all duties in accordance with the organisation's stated policies and procedures
- Understand practice frameworks relating to the Multi Agency Risk Assessment and Management (MARAM) framework and Information Sharing Schemes
- Establish and maintain cooperative working relationships with staff and always ensure alignment with the BCH values
- Work within professional boundaries and relevant scope of practise at all times
- Maintain relevant professional registration
- Work cooperatively across the teams to provide a comprehensive coordinated health promotion service
- Attend approved professional development sessions and keep up to date with current developments, theories and practises in the field
- Participate in compulsory BCH training programs
- Ensure that client and staff confidentiality is respected and upheld at all times
- Attend and actively participate in meetings as required
- Represent and promote Ballarat Community Health appropriately, taking into consideration BCH advocacy statements and values
- Participate in performance development plans and supervision
- Participate in the organisation's continuous quality improvement programs and activities

---

**Qualification and Immunisation requirements**

- To have completed or willing to complete a qualification in Certificate II or higher in Aboriginal and / or Torres Strait Islander Primary Health Care Practice
- Highly desired qualification in addition to:
- Community Services, Mental Health, AOD, or any other health related discipline and or have experience in Community Work, Social Welfare or Social Work, and or other relevant experience.
  - Covid 19 Vaccination and Boosters as required

---

**Key Selection Criteria****1. Experience:**

- Well-developed knowledge of people's developmental stages, mental health issues, alcohol and other drugs issues and issues currently impacting on First Nations people's wellbeing
- Relevant intake, assessment and case management experience with specific skills in the development and implementation of treatment plans
- Demonstrated ability to effectively manage social and health issues with clients; including experience using brief therapeutic interventions and counselling First Nations people who present with issues related to mental health, use of alcohol and other drugs, and general wellbeing
- Skills and experience with developing and facilitating individual and group sessions and programs

**2. Interpersonal Skills:**

- Proven ability to provide excellent service to client, staff, and general community members
- Demonstrated capacity to consult and collaborate with other professional staff and associated networks and First Nations services
- Excellent interpersonal and advocacy skills, with a demonstrated ability to engage and effectively communicate with clients and stakeholders from diverse backgrounds

- Commitment to teamwork in a multi-disciplinary setting with a strong understanding of the social model of health for First Nations people and their families and carers
- Ability to use initiative to solve problems on a day-to-day basis

**3. Written Communication:**

- Strong written communication and report writing 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
- Self-motivated and flexible approach to work and the ability to meet goals, objectives and targets
- Proven ability to use initiative to solve problems
- High attention to detail

**6. Alignment with BCH values:**

- Ability to align with the BCH values in all areas of work
- 

**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.
  - 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.
-