

## NSP/Community Development Worker

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| <b>position number</b> | iChris  |
| <b>status</b>          | Part Time, Fixed term (TP)  |
| <b>FTE</b>             |   |
| <b>network</b>         | Services  |
| <b>agreement</b>       | Community Health Centre (Stand Alone Services) Social and Community Service Employees Multi Enterprise Agreement 2022 |
| <b>classification</b>  | SCHADS 4, pay point depending on experience   |
| <b>reports to</b>      | Program facilitator AoD response North  |

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| <b>about us</b>                | cohealth is a not-for-profit community health organisation. We provide health and support services in Melbourne's CBD, northern and western suburbs, and on the East Coast of Tasmania.  |
| <b>what we do</b>              | Our work aims to improve the health and wellbeing of our communities and address health and social inequality.   |
| <b>our organisation</b>        | cohealth is a community health organisation with an ambitious strategic plan. Our mission is to improve health and wellbeing for all and tackle inequality, in partnership with people and the communities they live in.   |
| <b>our people</b>              | People who work at cohealth are committed to designing and delivering high quality health care and promoting and protecting human rights.  |
| <b>diversity and inclusion</b> | We want people of all ages, gender identities, sexualities, cultural backgrounds, and abilities to feel safe to bring their whole selves to cohealth. We are a Rainbow Tick Accredited organisation with over 20% of our staff from the LGBTQIA+ community. To find out more about us click <a href="#">here</a> |

## network overview

### Services Network

Our vision is for healthy communities and healthy people. We do this by providing care for individuals, community, and society, improving the health and wellbeing of the communities we serve, and addressing inequality in society.

We champion universal health care and human rights and strive for health and social equity. This is what we mean when we say care for all. Care for all is achieved when all people have access to the full range of health services they need, when and where they need them, and without financial hardship.

cohealth's services network delivers strong, people-centred primary and community health care that prioritises individuals and communities experiencing inequality. Our services focus not only on preventing and treating disease and illness, but also on helping to improve wellbeing and quality of life.

## position overview and purpose

The Needle and Syringe Program (NSP)/ Community Development Worker provides onsite and outreach harm reduction services to individuals and groups. Improving health, wellbeing and inclusion amongst People Who Use Drugs (PWUD) is the key purpose of this position. The program engages community in order to; provide support and advocacy, education, brief intervention, linkages to treatment and referral services. Within a interdisciplinary team, care is provided in a safe, person centred, confidential and non-judgmental manner.

## key accountabilities

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| <p><b>Provide NSP outreach and support service users in drop in and clinic space</b></p> | <ul style="list-style-type: none"> <li>• Operate NSP outreach at nights, providing responsive access to equipment and education to reduce the harms related to substance use</li> <li>• Day-time assertive outreach to engage with service users, develop and sustain people's connection to health services</li> <li>• Support Innerspace drop-in space, including supporting meal preparation, community development activities, provision of NSP &amp; Harm Reduction programs, support group activities and health promotion</li> <li>• Undertake community engagement &amp; development activities and tasks which reduce stigma and promote community safety and wellbeing.</li> </ul>                     |
| <p><b>Provide Harm Reduction and AoD and service System support to service users</b></p> | <ul style="list-style-type: none"> <li>• Provide harm reduction education, advocacy, referral, needles/syringes and other injecting and disposal equipment to service users to support safer using and disposal through all modalities</li> <li>• Provide condoms, lube and other products to support safer sex and providing information for testing &amp; treatment.</li> <li>• Respond to challenging behaviour calmly and assertively using a trauma informed framework and in line with cohealth policies and procedures.</li> <li>• Maximise opportunities to provide information and education on safer drug use, BBV and STI treatment and prevention, drug overdose prevention and response.</li> </ul> |
| <p><b>Build and maintain relationships</b></p>   | <ul style="list-style-type: none"> <li>• Maintain effective working relationships with stakeholders.</li> <li>• Work collaboratively with service users, carers, clinicians and other community services to deliver high quality care outcomes.</li> <li>• Consult and liaise with staff within the organisation, other local agencies, and referrers to ensure a holistic and coordinated multi-disciplinary approach to health care provision</li> </ul>   |
| <p><b>Provide high quality support</b></p>   | <ul style="list-style-type: none"> <li>• Participate in program activities to ensure the provision of a high quality, flexible, integrated, and responsive service.</li> <li>• Support multidisciplinary coordinated care and support activities within the team to meet the needs of the Community</li> <li>• Provide support to AoD Response North operations as needed within scope of role.</li> </ul>   |

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| <b>Support Service navigation</b>         | <ul style="list-style-type: none"> <li>• Support service users to connect with and access internal and external services through relevant intake pathways.</li> <li>• Support and assist service users to understand and navigate health and other community services within cohealth and externally including the delivery of pharmacotherapies and recovery services.</li> <li>•</li> </ul>  |
| <b>culture and teamwork</b>               | <ul style="list-style-type: none"> <li>• Champion cohealth's culture to promote teamwork, employee development and empowerment in order to foster a culture of high performance and a workforce which demonstrates behaviours consistent with cohealth's values.</li> <li>•</li> </ul>   |
| <b>quality and continuous improvement</b> | <ul style="list-style-type: none"> <li>• Contribute to the principles of continuous improvement as contained in cohealth's quality system and ensure compliance with cohealth policies/procedures.</li> <li>• Contribute to the implementation and improvement of the quality systems within cohealth, in particular the Services Network, and ensure compliance with documented procedures and processes.</li> </ul>  |
| <b>health &amp; safety compliance</b>     | <ul style="list-style-type: none"> <li>• Provide and maintain a working environment that, as far as reasonably practicable, is safe and without risks to the health, safety and wellbeing of all (employees, service users, contractors, volunteers).</li> <li>• Maintain awareness of and compliance with health and safety policies and procedures to maintain a safe working environment.</li> <li>• Take corrective action to remedy safety hazards or risks and restore a safe working environment</li> </ul> |

## position requirements

- Sound knowledge of the health and social issues for people who use drugs such as blood borne virus prevention, pharmacotherapy treatment, stigma and discrimination
- Ability to work with service users from a wide variety of backgrounds and experiencing a range of intersecting complexities. These can include people from CALD backgrounds, PWUD and people experiencing mental illness and homelessness.
- The ability to assess client need and develop a responsive, considered approach in order to support and assist their navigation of health and other community services both internal and external to cohealth.
- A commitment to the principles of harm reduction.
- The ability to establish respectful professional relationships that have clear boundaries with service users, other cohealth staff and those from external organisations.
- The ability to engage with service users in a warm, non-judgemental manner, demonstrate a strength based, trauma informed approach whilst still being able to have respectful challenging conversations when required.
- Takes initiative, acts with confidence and works well under own direction
- Promotes collective achievement, contributes to the development and achievement of group objectives, is respectful, actively listens to and seeks out opinions and ideas from others
- Demonstrates self-awareness and the ability to self-regulate, role models a positive outlook even during challenging times
- Working with Children's Check (WWCC)
- Nationally Coordinated Criminal History Check (NCCHC)
- Victorian Driver's License
- Immunisation Category A to be produced for sighting upon request

## key selection criteria

- Tertiary qualification in a relevant discipline (e.g. AOD, Community Development, Social Work), Certificate IV or higher with minimum two years relevant work experience. Lived experience will be highly regarded.
- Capacity to engage and assess client need to provide appropriate information and referrals about/to health and other community services
- Sound knowledge of the health and social issues for people who use drugs such as blood borne virus prevention, pharmacotherapy treatment, stigma, discrimination and the service system
- Demonstrated understanding of harm reduction as it applies to people who use drugs (PWUD), including the transmission and prevention of blood borne viruses
- (Hepatitis B and C, HIV and STIs). Demonstrated commitment to the principles of harm reduction and the ability to translate them into practical strategies
- Demonstrated interpersonal skills, including conflict resolution and negotiation and the ability to communicate effectively with people from diverse social and cultural backgrounds

- Demonstrated ability to work as part of a team as well as independently with minimal supervision
- Ability to multi-task and prioritise effectively to achieve quality outcomes in a busy, client-focussed environment
- Computer literacy (including the use of MS-Office based systems and familiarity with computerised databases)
- Demonstrated ability to work with people who are disadvantaged and are experiencing chronic health issues, including substance dependence.
- Strong belief and personal alignment in cohealth Values and Mission

*cohealth is a child safe and equal opportunity employer that offers generous salary packaging and opportunity to undertake professional training and development opportunities. Aboriginal and Torres Strait Islander people, and those who speak languages other than English are encouraged to apply.*

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