

AOD Case Worker- Multicultural Clients

position number	iChris
status	Full Time, Fixed term (FT)
network	Services
agreement	Community Health Centre (Stand Alone Services) Social and Community Service Employees Multi Enterprise Agreement 2022
classification	Level 4
reports to	Team Leader- AOD Case Work with local support from the Program Facilitator

about us	cohealth is a not-for-profit community health organisation. We provide health and support services in Melbourne's CBD, and northern and western suburbs.
what we do	Our work aims to improve the health and wellbeing of our communities and address health and social inequality.
our organisation	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.
our people	People who work at cohealth are committed to designing and delivering high quality health care and promoting and protecting human rights.
diversity and inclusion	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 here

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

This position sits within the AOD Outreach cluster. The cluster aims to improve the health, wellbeing, housing, and social outcomes of people who use alcohol and other drugs in the Inner Northwest of Melbourne. The cluster delivers a human rights approach to health care which reduces harms, is trauma informed, consumer directed, holistic, recovery and strengths based.

The role is based at Health Works and provides harm reduction and clinical services to meet the needs of people who use alcohol and other drugs. Services are centre based and via outreach to Footscray and other western suburbs. The team work with clients to reduce the harms associated with substance use and other health and psychosocial needs

This role will carry a case load for casework with a focus on supporting people in Footscray especially those who are marginalised and from diverse cultural backgrounds, such as East Africa. Building rapport and trust to support the assessment of client need, developing goal directed care plans and identifying and connecting with partners in health care to meet those needs. The role will work on improving health, wellbeing and inclusion of People Who Use Drugs (PWUD), live with Mental Illness and who may be experiencing or have experienced homelessness

Key accountabilities

client harm reduction AoD and service system support

- Carry a caseload of clients for case work drawn from marginalised and culturally diverse communities
- Build relationships with clients and service partners within cohealth and externally
- Assist clients with support needs to set goals that are Specific, Measurable, Achievable, Relevant and Time-bound, and are directed by the client
- Deliver case work consistent with the service Model of Care and aligning with cohealth strategy
- Undertake community engagement with a focus on marginalised communities, development activities and tasks which reduces stigma and promotes community safety and wellbeing
- Recognise the role of culture, tradition, values and refugee like experiences
- Advanced interpersonal and cross-cultural communication skills
- Cultural bridging skills; experience in communicating complex ideas in culturally relevant and accessible ways
- Provide short term referrals and brief interventions
- Refers to Team Leader for guidance to resolve complex issues.
- Support duty operations at Health Works
- Undertake assertive street outreach within a multidisciplinary team
- Support and assist clients to understand and navigate health and other community services within cohealth and externally including housing, social inclusion and recreation services and other recovery and clinical treatment services including pharmacotherapy
- Maximise opportunities to provide information and education on safer drug use, BBV and STI treatment and prevention, drug overdose prevention of and response
- Contribute to and participate in health education, health promotion programs and research aimed at improving health and wellbeing of the community in accordance with program development and evaluation strategies in response to community needs
- Using safe strategies, work with intoxicated consumers and assess overdose risk
- Respond to challenging behaviour calmly and assertively using a trauma informed framework and in line with cohealth policies and procedures
- Undertake special projects or tasks as required
- Perform all other duties as directed, within the limits of skills, competence and training to maximise flexibility and effectiveness

internal and external relationships	<ul style="list-style-type: none"> • Contribute to whole of organisation initiatives to deliver cohealth's strategic directions and commitment to values-based care, co-design and community engagement • Ensure ethical, responsive and professional goal directed client focussed services are provided • Build on existing connection to the Footscray community and service providers
culture and teamwork	<ul style="list-style-type: none"> • Champion cohealth's culture to promote teamwork, employee development and empowerment to foster a culture of high performance and a workforce which demonstrates behaviours consistent with cohealth's values
quality and continuous improvement	<ul style="list-style-type: none"> • Contribute to the principles of continuous improvement as contained in cohealth's quality system and ensure compliance with cohealth policies/procedures • Contribute to the implementation and improvement of the quality systems within cohealth, in particular the Community Based Drug and Alcohol Network, and ensure compliance with documented procedures and processes
health & safety compliance	<ul style="list-style-type: none"> • 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, contractors, volunteers). • Maintain awareness of and compliance with health and safety policies and procedures to maintain a safe working environment. • Take corrective action to remedy safety hazards or risks and restore a safe working environment

key selection criteria

- Minimum Certificate IV in a relevant discipline (e.g. Alcohol and Other Drugs, Community Development, Social Care)
- Lived experience will be highly regarded
- Sound knowledge of case work
- Sound knowledge of the health and social issues and service sector for people who use substances and sleep rough
- Evidence of strong connection and proactive involvement in Footscray, and with its diverse communities
- Experience working with people from diverse backgrounds through the use of cross-cultural communication skills
- The ability to assess client need and develop a care plan in order to support and assist their navigation of health and other community services within cohealth and externally

- Strong belief and personal alignment in cohealth Values and Mission

position requirements

- Minimum Certificate IV in a relevant discipline (e.g. Alcohol and Other Drugs, Community Development, Social Work)
- Working with Children's Check (WWCC)
- Nationally Coordinated Criminal History Check (NCCHC)
- Immunisation Category A to be produced for sighting upon request

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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