



POSITION DESCRIPTION

Counsellor – Addiction Recovery Services, Bi-lingual Chinese/English

This position description describes the scope and skills required of the Counsellor – Addiction Recovery Services, Bi-lingual Chinese/English at Link Health and Community (Link HC). The position description may be subject to periodical reviews.

POSITION: Counsellor – Addiction Recovery Services, Bi-lingual Chinese/English

REPORTS TO: Manager Health and Wellbeing via the Team Leader

LOCATION: Based at Link Health and Community sites and Link HC sites, including the Eastern Region as required to meet the position

ORGANISATIONAL CONTEXT:

Link Health and Community is a multi-sited community health service, providing a comprehensive range of health and community services primarily to residents of the City of Monash and surrounding communities.

The Link HC Vision is: Healthier people participating in their communities

Underpinning principles in achieving this vision are that Link HC:

Recognises that the health of individuals and the community is influenced by social and environmental factors as well as individual's access to health services and plans and delivers our services accordingly.

Recognises that client, community and staff engagement in all aspects of our activities is essential for effective governance.

Strives to provide quality services, in a professional, timely manner, to clients from culturally and linguistically diverse backgrounds and to clients who are hearing impaired who use sign language as their primary mode of communication.

Link HC is committed to partnering with other organisations to offer integrated health and well-being services that are consistent with state-wide health needs and social priorities.

Link HC actively places the individual at the centre of their care so they can take part in their community. This is done by providing information and skills to help consumers make their own decisions and formulate their own goals; helping them to stay motivated, foster independence, health and wellbeing.

The Link HC Guiding Values are:

We **care** for our community and for the people who use our services

We **listen** to people who need our services and we advocate for our community

We provide **accessible**, innovative, and high quality services and programs

We **partner** with other organisations to ensure the development and delivery of better services

POSITION CONTEXT OBJECTIVE

Link HC has strategically positioned itself to respond to the needs of the Chinese community who are highly represented in the local catchment. A number of Link HC's multidisciplinary staff are bi-lingual and this provides an opportunity for integrated, multidisciplinary health care in our local community.

The principal objective of this position is to provide a range of community based counselling interventions and support individuals for Addiction Recovery in the Inner Eastern and Outer Eastern metropolitan catchments of Melbourne. This position requires a bi-lingual worker fluent in Mandarin and English. The ability to speak other Chinese languages, in particular Cantonese would be a distinct advantage.

Clients presenting for alcohol and drug treatment typically experience co-existing concerns such as mental health, physical health, disability, lifestyle difficulties and loss of meaning or hope. All interventions will take the recovery-led approach to maximise the likelihood of an effective outcome for the client and their families. This will include a review of the client goals through an Individual Recovery Plan with a focus on harm reduction, recovery and abstinence. The client is at the centre of care and all AOD Counsellors will ensure best practice outcomes for the client. Treatment responses will be within a framework of dual diagnosis capability and family inclusive practice.

The AOD counsellor will ensure a timely through-put of a range of counselling clients in line with contemporary, professional standards of practice and will carry mixed caseloads in order to provide the treatment continuum which includes but not limited to assessment, counselling, care and recovery and non-residential withdrawal.

The AOD Counsellor will work collaboratively with administrative and allied health staff, to ensure a good and timely response to the community and develop effective working relationships. This position will also liaise with other local counselling services, health and welfare agencies as well as other programs in the organisation to facilitate 'continuity of care' for the client group, and the wider health care system as appropriate. These may include but not limited to;

- Alcohol and Drug Treatment (ADT) service providers consortia.
- Internal and external, health, welfare and housing providers who will contribute to the holistic care of the client.
- Statutory bodies who may be involved in the client's life, e.g. protective services, forensic services.
- Family members who may be supporting the client in their treatment journey.
- Other external community service providers that are relevant to positive and therapeutic treatment outcomes for the client.

To achieve these objectives the AOD Counsellor will liaise regularly with the Team Leader, and other designated staff across the consortium partnership.

DUTIES AND RESPONSIBILITIES

The position holder will provide quality services in line with the program aims, funding guidelines and the vision and values of Link HC. The services provided include, but are not limited to:

1.0 Service Delivery

The position holder will support the provision of Addiction and Recovery Services. These services will be in line with program aims, funding guidelines, service agreements, and the vision and values of Link HC.

Primary services provided include but will not be limited to: -

- 1.1 Adhere to professional standards in regard to the client group.
- 1.2 Engage with the client and their family by the most appropriate medium; this may include telephone, face-to-face, and/or on-line service interventions.
- 1.3 Work collaboratively with other staff to assist the client engage with identified community and service delivery organisations that will be necessary for the client to achieve their treatment goals.
- 1.4 Proactively provide support to the client and their family to establish and maintain linkages in the community including timely referral to other services and or/providers.
- 1.5 Provide a range of therapeutic services to the client that includes assisting them to identifying their needs and undertaking appropriate measures to assist them to identify goals, tasks, timeframes and outcomes provide appropriately matched counselling interventions to assist the client and their family.
- 1.6 Provide family inclusive treatment responses in consultation with the client to ensure their family/support network is engaged and informed as treatment progresses, this may include referral to peer support and recovery groups to support treatment outcomes.
- 1.7 Undertake other duties (for example project work) within the skills and competence of the position holder as required.
- 1.8 Undertake forensic AOD assessments as an accredited Clinical Forensic Drug Assessor.

2.0 Administration

- 2.1 Ensure up to date records according to quality standards and contribute to ensuring safe custody and confidentiality of all records whether in hard copy or electronic format.
- 2.2 Prepare and maintain appropriate statistical data, reports and analysis activities as required.
- 2.3 Supervise students and volunteers as required, or as appropriate.
- 2.4 Communicate with Manager Health and Wellbeing via the Team Leader in respect to role responsibilities and professional expertise in order to assist with program development.
- 2.5 Work collaboratively with service providers in Link HC teams and in the broader service system to ensure that Link HC provides integrated services.
- 2.6 Participate in identifying professional development and training needs and attend professional development activities as required.

3.0 Health Promotion

- 3.1 Contribute to Link Health and Community health promotion activities and participate if required in developing relevant programs and projects in line with Link HC's Health Promotion Plan.
- 3.2 Work collaboratively with other disciplines in developing a comprehensive multi-disciplinary health promotion approach to the local community as required.

4.0 Quality Improvement and Professional Development

- 4.1 Support the organisational culture, which promotes continuous service improvement and innovation.
- 4.2 Contribute to the QIP Accreditation Process, including identifying, developing, implementing and evaluating quality improvement activities.
- 4.3 Participate in identifying professional development and training needs and attend professional development activities as required.
- 4.4 Promote clinical safety, clinical competence and accountable decision making by participating in peer supervision and providing clinical supervision to less experienced counsellors.
- 4.5 Supervise students as mutually agreed within the organisation to ensure professional learning opportunities.
- 4.6 When called upon, assist in developing and reviewing policies procedures for Link HC.

5.0 Occupational Health & Safety (OHS)

- 5.1 Actively support a range of activities in accordance with Occupational Health & Safety legislation obligations and in line with the Link HC Risk Management Program.
- 5.2 Support and participate in the Link HC OH&S Risk Management Plan and implement the plan (where appropriate) at discipline/organisation level.
- 5.3 Assist in maintaining a safe work environment by reporting incidents of unsafe work practices, sites/areas or equipment.
- 5.4 Report injuries in the Site Register.
- 5.5 In the event of a workplace injury occurring, cooperate fully with the nominated Return to Work Coordinator, treating medical practitioners and health professionals to facilitate an early return to work and access to an appropriate rehabilitation program.

6.0 Equal Employment Opportunity.

- 6.1 The position holder is required to observe and practice the principles and obligations of Equal Employment Opportunity, which include:
 - A workplace which is free from harassment;
 - Ensuring that activities and practices prevent and eliminate unlawful discrimination
 - Promote merit and equity in the workplace.
- 6.2 Will contribute to the successful management of diversity in the workplace.
- 6.3 Will, if and when required, co-operate with any relevant enquiry into complaints and attend supervision and performance management meetings.

7.0 Community Engagement and Consumer Participation

Link HC values collaboration with consumers and community members to improve the way our services are developed, planned and delivered. We are committed to community engagement and consumer participation and as such support ways in which the community's health can be optimized and its strengths are recognized and built upon by encouraging all staff to:

- Support and contribute to the goals and objectives of the Community Engagement and Consumer Participation Policy.
- Actively participate in recruiting consumers, carers, and the community to participate in all aspects of the organization.
- Promote awareness that Link HC encourages consumer, carer, and community participation at all levels of the organisation.

Work collaboratively with other staff, the community and consumers to plan, implement and evaluate services, projects and programs

8.0 Organisation Policies & Procedures

8.1 Maintain currency of knowledge and practice with Link HC specific Regulations, Policies and Procedures as applicable to the position and as amended from time to time.

9.0 Code of Conduct

9.1 The Link HC Code of Conduct provides a framework of expected behaviours with the view to ensuring that Link HC is a safe work environment with the expectation that all dealings are conducted with integrity and respect at all times. All employees are expected to understand and abide by the Code of Conduct.

REPORTING RELATIONSHIPS

This position is accountable to the Manager Health and Wellbeing via the Team Leader

Performance Review:

Criteria:

Participation in regular performance appraisal based on a documented individual performance plan with stated performance indicators including output targets is expected. The performance plan and outputs will be negotiated in accordance with a regular cycle of review.

QUALIFICATIONS AND EXPERIENCE REQUIRED

Essential

- Relevant tertiary qualifications in Social Work, AOD, Counselling and Mental Health.
- Registration with an accredited professional body relevant to the scope of the position.
- Registered or working toward registration as an accredited Forensic Clinical AOD Assessor with the Department of Health and Human Services.
- Bilingual in both English and Chinese, with a demonstrated understanding of the needs of the CALD community.
- Minimum Certificate IV in AOD or Grad Diploma in AOD with demonstrated experience of working in the sector.
- Demonstrated experience and/or ability to work therapeutically with the client group and their family for clients presenting with a broad range of substance and psychosocial needs.
- AOD Accreditation with Department of Health and Human Services.
- The ability to maintain high level assessments, documentation, client records and reports.
- Experience in working autonomously and within a team environment.
- Highly developed interpersonal skills; in both oral and written form.

- Sensitivity to and understanding of the particular needs of clients from culturally diverse backgrounds.
- Demonstrated knowledge of principles of confidentiality, client rights and responsibilities and actively following professional requirements under the Privacy Act.
- Understanding the application of risk management, crisis intervention and mandatory reporting
- Level of competence in information technology e.g. Microsoft programs and client data management systems.
- Current Victorian Drivers Licence.
- Current Working with Children’s Check.

Desirable

- Dual Diagnosis competencies.
- Sound knowledge of community health principles and a commitment to providing holistic integrated care.
- Training and experience in Family Violence, Alcohol and Drug interventions and family services.
- Experience in multidisciplinary teams.
- Experience in facilitating group work.
- Capacity to provide secondary consultation to other Link HC professionals who may have concerns about the mental health of their clients.

KEY RESULT AREAS

- KRA 1** Meet organisational and funding targets.
- KRA 2** Ensure client documentation is completed in accordance with Link HC Health Records Policy and legislative requirements.
- KRA 3** Contribute to a culture of continuous quality improvement in line with accreditation.
- KRA 4** Work proactively with the various disciplines within Link HC and in the Community.
- KRA 5** Ensure a client centred focus.

SERVICE VALUES

The values of Link HC will be demonstrated by:

Caring for our community and for the people who use our services

Listening to people who need our services and who we advocate for our community

Providing **accessible**, innovative, and high quality services and programs

Partnering with other organisations to ensure the development and delivery of better services.

Approved:

Alison Webb Health and Wellbeing Manager

Link Health and Community

<p>I acknowledge and agree that the above position description is an accurate reflection of the</p> <p>Counsellor- Addiction Recovery Services</p> <p>Signed: Employee</p> <p>Name:</p> <p>Date:</p>
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