

POSITION DESCRIPTION

Counsellor – Alcohol and Other Drugs, Bi-lingual Chinese/English

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

POSITION:	Counsellor – Alcohol and Other Drugs, Bi-lingual Chinese/English
DEPARTMENT:	Health and Wellbeing
REPORTS TO:	Manager Health and Wellbeing, via the Team Leader
DIRECT REPORT ACCOUNTABILITY:	Not applicable

POSITION SUMMARY:

The principal objective of this position is to provide a range of community-based counselling interventions and support individuals suffering from addiction to alcohol and/or other drugs (AOD) in the Inner Eastern and Outer Eastern metropolitan catchments of Melbourne. Link HC has committed to a service agreement with the eastern Melbourne PHN to respond to the needs of the Chinese people who are highly represented in these catchments.

POSITION ACCOUNTABILITY:

- Deliver intake and assessment, therapeutic counselling, non-residential withdrawal, care & recovery co-ordination and brief interventions.
- 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.
- 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.
- 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.
- 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.
- Undertake forensic AOD assessments as an accredited Clinical Forensic Drug Assessor.
- Work collaboratively with the Link HC Community Development and Engagement Team to deliver strategies to engage the population group.
- Adhere to professional standards regarding the client group.
- Undertake other duties (for example project work) within the skills and competence of the position holder as required.

PERFORMANCE MEASURES:

- Clients are satisfied they receive integrated care that reflects Link HC values.
- Client records are accurate and maintained in line with Link HC health records policies and procedures.
- Funding and service agreement targets are recorded and achieved.
- Quality standards are met and improvements are identified and actioned as appropriate
- Service delivery quality and safety is enhanced through regular participation in clinical supervision.
- Continued professional development is identified and achieved to sustain quality and contemporary service delivery.
- Positive, proactive participation in work team to promote positive team culture that reflects Link HC values.

ORGANISATIONAL CONTEXT

Link HC is a multi-sited community health service, providing a comprehensive range of health and welfare services primarily to people in the East and South-East of Melbourne and Eastern Victoria.

Link HC provides quality services in line with the program aims, funding guidelines and the Vision and Values of Link HC.

VISION

Link Health and Community's vision is healthier people participating in their communities. The underpinning principles in achieving this vision is that Link HC:

- Recognises 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 employee engagement in all aspects of our activities are 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 and use sign language as their primary mode of communication
- Link HC is committed to partnering with other organisations to offer integrated health and wellbeing services that are consistent with state-wide health needs and social priorities

VALUES

Link HC organisational 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
- We are a **sustainable** organisation, financially, socially and environmentally

OCCUPATIONAL HEALTH AND SAFETY

The position holder has a duty to take reasonable care for the health and safety of themselves and others in accordance with Occupational Health & Safety legislation.

QUALITY AND RISK MANAGEMENT

The position holder has a responsibility to Identify continuous quality improvement opportunities; participate in the development of quality procedures and contribute to internal and external program reviews and audits as required.

The position holder will respond to risk management procedures to minimise any major areas of identified risk and to comply with Link HC OH&S Risk Management Plan.

POLICIES AND PROCEDURES

The position holder will uphold and adhere to Link HC's Code of Conduct and policies and procedures.

QUALIFICATIONS AND EXPERIENCE REQUIRED

Essential

- Minimum Certificate IV in Alcohol and Other Drugs
- Forensic Accreditation (ACSO)
- Bilingual in both English and Chinese, with a demonstrated understanding of the needs of the CALD community.
- 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.
- Highly developed interpersonal skills; in both oral and written form.
- Understanding the application of risk management, crisis intervention and mandatory reporting
- Demonstrated knowledge of principles of confidentiality, client rights and responsibilities and actively following professional requirements under the Privacy Act.
- High level of competence in information technology e.g. Microsoft programs and client data management systems.

Desirable

- Dual Diagnosis competencies.
- Experience in facilitating group work.
- Experience in community engagement and/or development.

Mandatory Requirements

- A National Police Check
- An international Police Check, if the position holder has worked overseas for a period of 12 months in the last 10 years
- Working with Children Check
- Australian Tertiary qualification (as determined) or documentation pertaining to an overseas tertiary qualification stating Australian equivalency
- Certified copies of credentialing documents
- Registration with a regulatory body or equivalent professional membership (as determined)
- Working rights within Australia
- Victorian Driver Licence
- Disclosure of any pre-existing injuries or disease that might prohibit your ability to fulfil the inherent requirements of the role

Approved:



Sheree Phillips
Acting General Manager, Health and Wellbeing

I acknowledge and agree that the above position description is an accurate reflection of the Counsellor – Alcohol and Other Drugs, Bi-lingual Chinese/English

Signed:

Employee

Name:

Date:

Link HC is committed to living our organisations values and ensuring a safe environment for our staff, people using our services and people visiting our locations. We encourage individuals of diverse backgrounds including but not limited to those from the Aboriginal and Torres Strait Islander peoples, Culturally and Linguistically Diverse backgrounds and the LGBTIQ community to join our workforce. Link HC will adhere to Equal Employment Opportunity and Gender Equity principles. To this end, Link HC will not discriminate on the basis of age, sex, gender identity, sexual orientation, marital status, disability, physical features, Aboriginal and Torres Strait Islander status, cultural background, country of birth, religious beliefs, political beliefs, carer status, pregnancy or breastfeeding.