

# Position Description

<b>Title</b>	AOD Intake Clinician
<b>Business Unit</b>	AOD & Mental Health
<b>Location</b>	349 Bell Street, Preston
<b>Employment type</b>	Part Time, Maximum Term
<b>Reports to</b>	Clinical Nurse Consultant, Manager Catchment Clinical Services

## About Uniting

Uniting Vic.Tas is the community services organisation of the Uniting Church. We've been supporting people and families for over 100 years. We work alongside people of all ages in local communities in Victoria and Tasmania. Our services reach to Albury-Wodonga in the north, Mallacoota in East Gippsland, the Wimmera region in the west, and across Tasmania.

We empower children, young people and families to learn and thrive. We're there for people experiencing homelessness, drug and alcohol addiction or mental illness. We support people with disability to live the life they choose. We assist older people to maintain their independence and enjoy life. We provide opportunities to access training and meaningful employment. We're proud to welcome and support asylum seekers to our community. We work to empower people with the information, skills and tools they need to live a healthy, happy life.

As an organisation, we work in solidarity with Aboriginal and Torres Strait Islander people as Australia's First Peoples and as the traditional owners and custodians of this land.

We celebrate diversity and value the lived experience of people of every ethnicity, faith, age, disability, culture, language, gender identity, sex and sexual orientation. We welcome lesbian, gay, bisexual, transgender, gender diverse and non-binary, intersex, and queer (LGBTIQ+) people at our services. We pledge to provide inclusive and non-discriminatory services.

**Our purpose:** To inspire people, enliven communities and confront injustice

**Our values:** We are imaginative, respectful, compassionate and bold

## 1. Position purpose

The Intake Clinician is the designated point of contact for all potential clients, their families and/or other services and stakeholders. The position is responsible for the implementation of a coordinated intake process that identifies client support needs and offers clear pathways to further AOD treatment and support. They provide a specialist and responsive service to move people through engagement to service delivery. This role works in an integrated fashion with all other AOD service streams as well as related sectors.

## 2. Scope

**Budget:** nil

**People:** nil

## 3. Relationships

### Internal

- Clinical Consultant
- Catchment Manager/s
- All other AOD services

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#### External

- GP's
- Mental Health Services
- Hospitals Family Services
- Housing Workers and Homeless Support
- Child Protection
- Debt / Financial/Legal Counselling
- Employment services
- Other Counselling services

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#### 4. Key responsibility areas

##### Provision of Treatment Services

- Act as a centralised intake function for all initial contact from clients with our service.
- Receive and manage enquiries and referrals from people with AOD issues, family members, centralised state-wide screening and referral AOD services, GPs and other providers.
- Receive enquiries via numerous avenues including phone, email, website, social media and face-to face contact. Screen and prioritise catchment-based requests for AOD services including:
  - Initial pre-assessment of urgency by prioritising those that present immediate risk to individuals, children and other family members.
  - Screening for additional needs, for example child and extended family, mental health or CALD needs and referrals where necessary.
  - Immediate referral to a Care and Recovery Clinician or Harm Reduction for those clients identified as complex or the need for extra support to engage in treatment.
  - Provide outward referrals to support services for non AOD issues.
- Provide high quality engagement, assessment, treatment and support services to individuals and their families, using best practice principles including Family Inclusive Practice and Dual Diagnosis principles.
- Assess risk with regards to factors such as AOD use, medical health, mental health, suicide risk, family violence risk and respond appropriately
- Assess risk to children based on Child Safe best practice
- Book assessments within 3 days or same day assessment where possible for high-risk contacts.
- Navigate calendars of clinical staff throughout the catchment to make real-time assessment appointments.
- Provide timely accurate advice and information to clients, families or referring parties.
- Maintain high quality documentation of clients assessed needs utilising the prescribed data systems
- Undertake a wide range of activities associated with program activity or service delivery
- Provide brief opportunistic interventions to clients and/or family members.
- Conduct comprehensive assessments including:
  - Ascertaining information on substance abuse, history, mental health and risk.
  - Determining if a client is of standard or complex nature.
  - Utilising the assessment tool arrange further assessments and secondary consults if required.
  - Presenting assessments at daily clinical review, making recommendations on risk, priority and treatment plans.
- Contribute effectively to clinical review.

##### Professional Liaison and Consultation

- Establish and maintain collaborative and productive working relationships with current and potential stakeholders and partners, both internally and externally.
- Consult with General Practitioners and other health and welfare service providers including mental health and family services
- Participate in team planning, steering groups, reference groups and working parties inside and outside the agency as appropriate.
- Maintain regular communication and feedback with the Clinical Consultant, Catchment Manager and the wider organisation regarding clinical issues such as waiting lists and client management.

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#### Supervision and Professional Development

- Actively participate in ongoing professional development via the annual performance reviews, individual and group supervision and attend relevant training as required.
- Supervise students during placement and providing formal supervision if you possess the appropriate qualifications as required by their educational institution.

#### Administration

- Maintain file records, data collection processes and reporting as required.
- Contribute to the achievement of quality improvement, both in terms of individual and program performance by encouraging an environment where high quality work is achieved and supported by the adherence to/development of quality systems documentation
- Adhere to and keep informed of all relevant legislative compliance requirements, and report any perceived breaches, risks, hazards, incidents and complaints to line Manager or other appropriate person.
- Undertake other duties as directed by the Clinical Consultant.

#### Personal accountability

- Compliance with Uniting's values, code of conduct, policies and procedures and relevant government legislation and standards where relevant.
- Cooperate with strategies to actively ensure the safety, protection and well-being of children who come into association with us.
- Ensure appropriate use of resources.
- Work collaboratively with Uniting (Victoria Tasmania) employees and external stakeholders in accordance with Uniting's values and professional standards of behaviour.
- Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace.
- Identify opportunities to integrate and work collaboratively across teams.
- Take reasonable care for your own health and safety, and health and safety of others (to the extent required).
- Promote a positive safety culture by contributing to health and safety consultation and communication.
- Promptly respond to and report health and safety hazards, incidents and near misses to line management
- Attend mandatory training sessions (i.e. equal employment opportunity, health, and safety) and mandatory training specific to position.
- Declare anything that you become aware of through the course of your engagement which may impede your suitability to work with children and/or young people.

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## 5. Person specification

### Qualifications/Experience

- Relevant health and or welfare Tertiary Qualification such as Social Work, Psychology, Nursing or Allied Health Sciences.
- Certificate IV in AOD or have completed the core competencies in AOD and Dual Diagnosis (or able to complete within the first 24 months of employment).
- Experience in the Alcohol and Drug sector.
- Experience in the provision of intake and assessment preferably with AOD or dual diagnosis clients.
- Experience in the provision of phone-based support
- Demonstrated experience in utilising brief education and counselling interventions.

***(refer to appendix A for details on competencies)***

### Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting's values

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- Demonstrated skills to effectively and appropriately screen clients and provide quality advice and information.
- Sound knowledge and understanding of screening, assessment and community-based treatment for all clients with AOD and mental health issues.
- Demonstrated understanding of the appropriate referral networks.
- Demonstrated understanding of evidence based community-based interventions for reducing alcohol and drug related harm based
- Proven ability to work with a range of people and organisations (including specific work groups such as Aboriginal, CALD and Forensic clients) in a non-judgemental and respectful manner.
- Collaborate effectively with clients, families, colleagues, stakeholders and other service providers.
- A demonstrated commitment to teamwork and the ability to take appropriate individual and team responsibility for the welfare of clients.
- Ability to convey warmth, openness, empathy and concern for the welfare of clients.

### APPENDIX A

#### AOD Competencies

Uniting AOD requires people in clinical positions to have the following competencies (or their equivalent). Where people do not already have these competencies Uniting AOD will invest in the person's professional development by providing them through its RTO.

The competencies required in the first 12 months of employment are;

- CHCAOD001 - Work in the AOD sector – 4 days
- CHCAOD004 - Assess needs of clients with AOD issues and CHCAOD009 - Develop and review individual AOD treatment plans – 6 days combined

The competencies required in the second 12 months are;

- CHCAOD002 - Work with clients who are intoxicated – 3 days
- CHCAOD006 - Provide interventions for people with AOD issues and CHCAOD007 - Develop strategies for AOD relapse prevention and management – 8 days combined

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### 6. We are a child safe organisation

Uniting is a child safe organisation and is committed in everyday practice to ensure the safety and wellbeing of all children, at all times. As a child safe organisation, employment with Uniting is subject to a satisfactory national (and international where relevant) police check and relevant Working With Children Check (and NDIS Worker Screening Check where relevant) to your State prior to commencement of any paid or unpaid work and/or participation in any service or undertaking.

**This position description is subject to review and may change in accordance with Uniting's operational, service and consumer requirements.**

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### 7. Acknowledgement

**I have read, understood, and accepted the above Position Description**

#### Employee

Name:

Signature:

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Date: