

POSITION DESCRIPTION

Position Title:	Intake & Assessment Clinician
Business Unit/Department:	Adult & Specialist Community Programs
Division:	Drug Health Services
Award/Agreement:	Nurses & Midwives (Victorian Public Sector) (Single Interest Employers); Allied Health Professionals (Victorian Public Health Sector) Single Interest; Medical Scientists, Pharmacists & Psychologists (Victorian Public Health Sector)
Classification:	Clinical Nurse Consultant (A-B); Social Worker - Grade 2 Community Development Worker - Class 2A; Psychologist - Grade 2
Reports To:	<i>Operationally:</i> Team Leader - Adult Services Community Programs Manager Director - Drug Health Services <i>Professionally:</i> Director of Nursing & Midwifery (Nursing) Allied Health Manager - Social Work (Social Workers) Director of Psychology (Psychologists)
Direct Reports:	Not applicable
Date Prepared/Updated:	24 December 2025

Position Purpose

The Intake and Assessment Clinician provides an intake function to Drug Health Services (DHS) Residential Alcohol and Other Drug (AOD) Programs and conducts comprehensive AOD assessments, treatment planning, referral and linkage into Community AOD Services. The Intake and Assessment Clinician is an important role within Drug Health Services, providing the first point of contact, engagement and triage for clients and their families seeking to access AOD services. The clinician will be responsible for the assessment and referral into community residential beds managed across DHS, through receipt of referral from state-wide intake providers as well as from other stakeholders including internal referrals and direct client presentations.

The Intake and Assessment Clinician is responsible for receiving and managing external and internal AOD stakeholder referrals by:

- Conducting and presenting client assessments to a multidisciplinary team
- Participating in clinical intake team meeting for the purpose of admission
- Referral and linkage into both residential and non-residential community treatment
- Articulating clinical reasoning and making appropriate clinical recommendations
- Completing follow up required in order for treatment to proceed

Assessments completed will range from clients engaging with Drug Health Services Adolescent Community Programs, Adult & Specialist Services and Westside Lodge Dual Diagnosis Rehabilitation Centre (DDRC).

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The Clinician is part of a team that coordinates the clinical delivery of treatment and care, ensuring all clients and their families receive timely, responsive and suitable services to meet their needs, works collaboratively within and across DHS programs to deliver comprehensive Drug & Alcohol assessments and develop appropriate treatment plans for clients referred into the service based on clinical need. This will incorporate assessing for all treatment types provided within the Victorian AOD and Mental Health treatment system as well as DHS Addiction Medicine team. The role will deliver services through a combination of phone, telehealth and face to face contacts.

Nursing

As a member of a specialist team the Clinical Nurse Consultant (CNC) will provide expertise and evidence based consultation to ensure service standards and practices related to their area of expertise are maintained and improved across all services of Western Health.

As a member of the health care team, the CNC is at the forefront of the provision of high-quality nursing care to consumers on a day-to-day basis. As a professional, the CNC is accountable for:

- The maintenance of their own clinical knowledge, further education and working within the confines of their specific scope of practice at all times, in accordance with the boundaries set by their experience and skill.
- Ensuring that they are registered to work as a Registered Nurse in Australia at all times whilst working as a nurse within Western Health and practice in alignment with Nursing & Midwifery Board of Australia (NMBA) Registered Nurse Standards for Practice.

The role of the CNC is working and providing advice and support to a multidisciplinary team environment to ensure an efficient program which meets the growing needs of this area of healthcare, incorporates the following activities; consumer advocacy, collaborative consumer and unit management, research, supervision and mentorship/preceptorship, interaction/liaison with multidisciplinary team, accurate and timely documentation.

The CNC will contribute to providing quality health and well-being services for our consumers demonstrating proficient to expert behaviours across the five domains of leadership, research, evidence-based practice, education & learning and clinical expertise as identified in the Western Health Nursing and Midwifery Professional Practice Framework.

Business Unit Overview

Drug Health Services delivers care within the Operations Directorate and is the main provider of integrated, multidisciplinary treatment and support services to people with substance use disorders in Melbourne's west.

Key features of this service include inpatient and outpatient specialist clinics, community residential withdrawal, dual diagnosis residential rehabilitation, consultation and liaison services, community adolescent and adult services, and specialist women's programs. The service's innovative, person-centred programs include specialist support for adults, women, and children, many of whom have dual diagnoses and/or complex needs associated with trauma, family violence, poverty, and homelessness.

The service is strengthened through co-location with Western Health metropolitan hospitals, enabling the provision of care across the continuum from acute settings through to community-based treatments and recovery support.

Key Responsibilities



Leadership

- Communicates information and expectations clearly and concisely in a way that builds effective and collaborative working relationships with others.
- Maintains a professional demeanour and serves as a role model for all nursing staff, both as a clinician and in line with behavioural expectations.
- Provides leadership in clinical situations demanding action.

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- Take accountability for own actions and others under direction and sphere of responsibility
- Promotes a culture of innovation, education, excellence and consumer/client first focus, through policies and practices that support and recognise individual and collective team contribution.
- Demonstrates strong mentoring skills within the nursing and multidisciplinary team and supports succession planning.
- As an expert resource, provides expert clinical knowledge and direction to ensure that clinical standards, policies and procedures promote a consumer focussed model of care.
- Exhibit a high level of emotional self-control and flexibility in complex, changing, and/or ambiguous situations and when confronted with challenges
- Maintains and fosters relationships with appropriate internal and external stakeholders.



Research

- Obtains feedback through means such as surveys to ascertain whether service standards meet stakeholder expectations and responds to any identified deficits.
- Identifies areas that require improvement through observation, audits, incidents and staff feedback and implements improvement initiatives accordingly.
- Lead quality or practice improvement initiatives at local level and/or contributes to quality or practice improvement initiatives at program or organisational level.
- Apply research evidence to clinical practice, has well developed strategies to inform practice in the absence of high level evidence.
- Present and publish in appropriate professional conferences and journals and remain informed of the current literature.
- Adhere to Drug Health Services & DFFH, Victorian Alcohol and Drug Collection (VADC) and reporting requirements.



Evidence Based Practice

- Using evidence-based practice, participate in evaluation of the progress of individuals and groups towards expected outcomes and reformulation of care plans.
- Be familiar with local and organisational policies, procedures and guidelines.
- Contribute to adverse event investigations, and undertake individual and team-based reflective practice
- Continuously reviews existing practices and policies according to evidence-based practice to minimise adverse, promote positive consumer outcomes and identify areas of improvement in nursing practice
- Participate in new initiatives to enhance patient and consumer outcomes and experience, or staff employment outcomes and experience
- Identifies opportunities for process redesign and to support staff in the implementation of redesign projects and activities.
- Be aware of Western Health's Strategic Priorities, and ensure activities align with these priorities
- Implement evidence-based practise including motivational interviewing, CBT, harm minimisation, strengths based, mindfulness and trauma informed practise



Education & Learning

- Maintains and updates own professional development portfolio to demonstrate an ongoing commitment to learning and best practice.
- Exchange and share information from participation in seminars and conferences with colleagues via huddles, in-services, presentations, education forums, team and other meetings
- Provides education within area of extended nursing knowledge, skills & essence of nursing expertise to multidisciplinary team members and consumers/families.
- Works with less experienced nurses to develop their capabilities.
- Promote the development of, and involvement in, professional networks and learning communities
- Develop and evaluate policy initiatives that aim to foster patient/consumer involvement and provide them with real and meaningful choices about treatment options
- Participate in personal annual performance development planning and reviews to identify learning and development needs and progress towards achievement

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Clinical Expertise

- In a consulting capacity, provides clinical nursing expertise and direction in line with clinical standards policies and procedures to both internal and external customers, including providing high level nursing assessment, care planning and interventions/procedures.
- Is responsible for a timely response to referrals and manages and provides assistance to others in prioritisation and completion of tasks such as completion of necessary statistical data, including entry to support financial recuperation as appropriate.
- Act as a primary resource in relevant area and ensure the provision of high quality, culturally sensitive consumer care in partnership with consumers, their significant others and other members of the multidisciplinary care team
- Provides an efficient and customer focussed service commensurate with senior status and role. Analyses situations and make appropriate decisions in a timely manner that meets the needs of consumers, staff and organisation.
- Act to ensure safety by managing clinical risk and intervene, as necessary, to achieve optimal outcomes for patients/consumers and teams
- Represents clinical specialty in multidisciplinary working groups
- Contributes to a Quality and Business Plan as required in accordance with the National Safety and Quality Health Service Standards and Western Health Guidelines
- MARAM requirements are followed up or initiated when working with clients at risk / or experiencing Family Violence
- Participate in weekly clinical intake meetings contributing to bed management, case mix, risk management, wait list management and discharge planning for all DHS inpatient beds.
- Undertake comprehensive AOD assessments and develop clinically appropriate treatment plans, with clear discharge plans
- Facilitate screening, consultation and gathering of information with psychiatrist/mental health case managers/psychologist to ensure appropriate mental health criteria within Dual Diagnosis context
- Provide information, psychoeducation and brief interventions to adults, young people and their families affected by substance use (including with consumers with Forensic involvement).
- Upon receipt of a psychosocial assessment from external AOD treatment providers, develop multidisciplinary, individually-tailored care plans for individuals, coordinate care and services as required
- Complete Optional Assessment modules where this additional assessment information will assist with the further development of treatment plans and is deemed clinically appropriate.
- Effectively deal with crisis, substance affected individuals, assess individuals at risk and respond appropriately and safely
- Foster a cooperative team environment which values collaboration to ensure a focus on efficient systems and client needs
- Demonstrate a high level of time management skills and multi-tasking abilities to prioritise workflow
- Contribute to skilled case coordination services as part of the multidisciplinary team
- Report to managers/team leader any trends and changes in service demand
- Assist in managing waitlist for inpatient residential withdrawal, and residential dual diagnosis service (WSL DDRC) scheduling admissions based on case mix imperatives, risk, need and treatment planning into consideration when formulating clinical reasoning for admissions
- Knowledge of developmental needs specific to AOD and mental health risk across the developmental lifespan
- Provide clinical services that are evidence based and consistent with current clinical benchmarks and best practice in the area of substance use and mental health issues
- Adhere to relevant professional clinical guidelines in the provision of services
- Undertake AOD intake of clients where there is sufficient clinical need and flexibility regarding allocation of Drug Treatment Activity Units (DTAUs)
- To benefit forensic consumers, maintain relationships with the Courts, Victoria Police and the Community Offenders Advice and Treatment Services (COATS), notifying them of client attendance, referral and treatment progress, variation and completion.
- Facilitate referral to appropriate services, including provision of advice and recommendations to clients, linkages with COATS and other drug treatment services and with relevant community based agencies

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- Competently utilise the ACSO/COATS Community Care Portal to report on attendance, motivation, treatment goals, clinical and financial TCA completion
- Be familiar with legislation relevant to the service (eg. Severe Substance Dependence Treatment Act 2010; Mental Health Act 2014; Health Information Act; Health Records Act), Children, Youth and Families Act 2005 and Child Safety Standards.
- Maintain up to date progress notes, case files and data entry in a highly proficient, confidential and timely manner.
- Actively participate in the revision and development of policies, clinical guidelines and treatment
- Contribute to routine data collection and report writing for funding bodies as required.
- Work closely with Intake and Assessment, Non-Residential Withdrawal and Care and Recovery service providers to ensure smooth transition between functions and a collaborative approach to treatment.
- To participate as a member of the Adult and Specialist Services multidisciplinary team (MDT) contributing to the development of collaborative approaches to the development and review of client case plans.
- Foster collegial and collaborative relationships with members of the DHS MDT and with practitioners from agencies within the Western Integrated Drug and Alcohol Network (WIDAN) Consortium as well as other organisations to facilitate seamless service delivery in order to provide Best Care to clients of the service system.
- Provide secondary consultations to referrers and other AOD services to assist with appropriate treatment pathways.
- Facilitate the participation of the young person's family/carers in treatment through the use of a family-centred approach. This may include the family's involvement in the young person's withdrawal program pre-, during- and post-withdrawal and/or the provision of support for families through education and counselling.
- Liaise and network with AOD and Mental Health services and community based service providers within Victoria. Through these relationships raise the profile of the service and develop integrated service delivery approaches.
- Support and contribute to the mentoring and supervision of others
- Participate in DHS approved research projects, maintaining a high standard of ethical conduct, quality service provision and reflective learning
- Conduct external professional training and community education sessions
- Develop, assist and/or implement innovative projects which are designed to reduce the harms associated with the use of substances
- Participate in Operational and Clinical supervision
- Maintain individually relevant professional development and fully participate in opportunities for education relevant to DHS clinical practice
- Share professional knowledge to support clinical development of colleagues
- Foster self-directed learning and self-assessment of learning needs
- Ensure respectful communication and behaviour in line with Western Health values to reduce occupational stress
- Other duties, as directed by line managers.

In addition to the key responsibilities specific to your role, you are required to deliver on the [Key Organisational Accountabilities](#) which are aligned with the Western Health strategic aims.

Key Working Relationships

Internal:

- Team Leader Adult Services
- Community Programs Manager
- Director - Drug Health Services
- Drug Health Services Residential Alcohol and Other Drug Programs employees
- Other Allied Health, Medical, and Nursing Professionals at Western Health
- Director of Nursing and Midwifery (Nurses)
- Director of Psychology (Psychologists)
- Allied Health Manager, Social Work (Social Workers)
- Divisional Director, Allied Health

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- Internal referrers

External:

- Consumers, Next of Kin or Enduring Power Attorney
- General practitioners and broader Western Health Community Partners
- Department of Families, Fairness and Housing, Child Protection (DFFH CP)
- General Practitioners
- Family Violence Services
- Family Support Organisations
- Community Based Organisations
- Community Offenders Advice and Treatment Service
- Other Drug and Alcohol Services, Community and Residential Programs
- State-wide AOD Intake and Assessment Services
- WIDAN consortium agency staff (Cohealth and IPC Health) GPs, Psychiatrists, Psychologists and other Allied Health Professionals
- Courts and Corrections

Selection Criteria

Essential:

- Certificate IV in Alcohol and other Drugs or equivalent or working towards the same
- Experience in the provision of services to individuals and/or families and groups affected by substance use
- Understanding of, and commitment to, the principles and practises of harm minimisation in the drug and alcohol field
- Proven capacity to negotiate with consumers, staff and other stakeholders
- Demonstrated experience in the provision of Drug and Alcohol services for clients and/or their families and groups affected by substance use
- Demonstrated experience in the area of mental health assessment
- Demonstrated skills and experience in triage, assessment, treatment planning, psychological interventions and referral for our clients across the lifespan and their families.
- Demonstrated phone and brief intervention counselling skills
- Demonstrated ability to deliver quality consumer care and possession of excellent clinical skills
- Demonstrated experience working effectively independently and also within a multidisciplinary team environment with minimal supervision
- Demonstrated time management, organisation and planning skills
- High level verbal and written communication skills
- Experience in the use of technology to create clear and concise documents, reports and proficiency with the Microsoft Office suite
- Demonstrated commitment to developing and improving personal education and skills appropriate to the position
- Excellent skills in screening, assessment, risk assessment, care planning and service consultation
- Demonstrated comprehensive alcohol and drug assessment and counselling skills
- Knowledge of the biopsychosocial effects of drug use and mental health issues and their impact on individuals, their families, significant others and the community
- Knowledge of contemporary practices in the mental health treatment area
- Crisis and risk management/suicide intervention skills
- Demonstrated ability to effectively manage complex client issues
- Ability to contribute to a multidisciplinary team and to establish effective relationships with staff, clients, families and workers in both the AOD and mental health sector and community agencies
- Positive role model in Change Management processes
- Demonstrated sensitivity to the diverse needs of marginalised groups
- Demonstrated ability to deliver quality consumer care and possession of excellent clinical skills
- Experience in the use of technology to create clear and concise documents, reports and proficiency with the Microsoft Office suite
- Demonstrated competency and knowledge to effectively undertake basic health care education
- Experience in the development, implementation and review of policy, procedures and guidelines.
- Demonstrated competency and knowledge to effectively undertake basic health care education.

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- Experience in the development, implementation and review of policy, procedures and guidelines.
- Current Victorian driver's license

Nurses

- Current registration as a Registered Nurse with AHPRA
- Experience working in a senior clinical role (CNS or above).
- Have completed or be working towards a or Post Graduate studies in area of specialty
- Demonstrated ability to deliver quality consumer care and possession of excellent clinical skills
- Demonstrated experience working effectively independently and also within a multidisciplinary team environment with minimal supervision
- Demonstrated time management, organisation and planning skills
- High level verbal and written communication skills
- Experience in the use of technology to create clear and concise documents, reports and proficiency with the Microsoft Office suite
- Demonstrated commitment to developing and improving personal education and skills appropriate to the position
- Demonstrated competency and knowledge to effectively undertake basic health care education.
- Experience in the development, implementation and review of policy, procedures and guidelines.
- Current Victorian driver's license

Psychologist

- Current registration with the Australian Health Practitioner Regulation Agency and endorsement in Clinical Psychology, Health Psychology, or Forensic Psychology
- Possession of Master's level degree or above in Clinical Psychology, Clinical Health Psychology, Forensic Psychology;
- Hold an area of Practice Endorsement in Clinical Psychology / Health Psychology / Forensic Psychology, or undertaking a Board approved supervision program towards endorsement

Social Worker

- Bachelor/Masters of Social Work degree and eligibility for AASW membership
- Minimum 3 years professional social work experience, preferably in a hospital/health care setting
- Highly developed interpersonal, written and electronic communication skills
- Computer literacy
- Current Working with Children Check

Community Development Worker

- Qualified Community Development Worker with Post Graduate Qualifications
- Minimum 7 years experience in Drug and Alcohol sector
- Current Working with Children Check

Desirable:

- Evidence of prior service delivery planning
- Demonstrated knowledge of quality management and improvement methodologies
- Demonstrated experience in research projects and publication of research activities.
- Training and experience in the development and delivery of education programs to consumers, carers, the community and health professionals.
- Post Graduate qualifications in AOD treatment, therapeutic interventions or management
- An up-to-date knowledge of the issues, trends and government policies in the delivery of AOD services, mental health services and in the health industry generally
- Awareness of the AOD sector, including recent reforms, and the general health and welfare sectors
- Evidence of prior service delivery planning
- Demonstrated knowledge of quality management and improvement methodologies
- Demonstrated experience in research projects and publication of research activities.
- Training and experience in the development and delivery of education programs to consumers, carers, the community and health professionals
- An up-to-date knowledge of issues, trends and government policies in the delivery of Drug and Alcohol Services and in the health industry generally
- Accreditation as a Clinical Drug Assessor with the Drugs Policy and Services, Department of Health

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and Human services, or be eligible for accreditation
Additional Requirements
All employees are required to:
<ul style="list-style-type: none"> • Obtain a police/criminal history check prior to employment • Obtain a working with children check prior to employment (if requested) • Obtain an Immunisation Health Clearance prior to employment • Report to management any criminal charges or convictions you receive during the course of your employment • Comply with relevant Western Health clinical and administrative policies and guidelines. • Comply with and accept responsibility for ensuring the implementation of health and safety policies and procedures • Fully co-operate with Western Health in any action it considers necessary to maintain a working environment, which is safe, and without risk to health • Protect confidential information from unauthorised disclosure and not use, disclose or copy confidential information except for the purpose of and to the extent necessary to perform your employment duties at Western Health • Safeguard children and young people in our care, by ensuring that your interactions are positive and safe, and report any suspicions or concerns of abuse by any person internal or external to Western Health • Be aware of and comply with relevant legislation: Public Administration Act 2004, Victorian Charter of Human Rights and Responsibilities Act 2006, the Victorian Occupational Health and Safety Act 2004, the Victorian Occupational Health and Safety Regulations 2017 (OHS Regulations 2017), Fair Work Act 2009 (as amended), the Privacy Act 1988 and responsibilities under s141 Health Services Act with regard to the sharing of health information, the Family Violence and Child Information Sharing Schemes, Part 5A and 6A Family Violence Protection Act 2008, Safe Patient Care Act 2015, Mental Health & Wellbeing Act 2023 • Be aware of and comply with the Code of Conduct for Victorian Public Sector Employees and other Western Health employment guidelines.

General Information

- Redeployment to other services or sites within Western Health may be required
- Employment terms and conditions are provided according to relevant award/agreement
- Western Health is an equal opportunity employer and is committed to providing for its employees a work environment which is free of harassment or discrimination. The organisation promotes diversity and awareness in the workplace
- Western Health is committed to Gender Equity
- Western Health provides support to all personnel experiencing family and domestic violence
- This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required. Western Health reserves the right to modify position descriptions as required. Employees will be consulted when this occurs.
- Western Health is a smoke free environment

I confirm I have read the Position Description, understand its content and agree to work in accordance with the requirements of the position.

Employee's Name: _____

Employee's Signature: _____ Date: _____

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