

POSITION DESCRIPTION

Position Title:	Welfare Worker
Business Unit/Department:	Drug Health Services--AOD Residential Units
Division:	Operations Directorate
Award/Agreement:	Allied Health Professionals (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021-2026
Classification:	Welfare Worker Class 2—Year 1 to Year 7
Reports To:	Nurse Unit Manager Team Leader Associate Nurse Unit Managers
Direct Reports:	N/A
Date Prepared/Updated:	1 February 2026

Position Purpose

Residential Unit Welfare Workers assist with providing high quality, evidence based and client centred care to the residents of Drug Health Services' AOD Residential Units.

Welfare Workers work closely with other members of the multidisciplinary team to facilitate and undertake client assessments, admissions, discharge planning, case management, therapeutic interventions including counselling, withdrawal support and therapeutic group activities for clients in accordance with their care plans.

This critical role operates across all hours of the service operation via a 24/7 rotating roster.

Business Unit Overview

Drug Health Services operates 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 is committed to harm reduction as a guiding principle of practice, enabling clients to determine the pace and type of change they are seeking. This takes place within a robust governance environment, where treatment options are evidence-based and matched to presenting need.

Drug Health Services includes two residential services: the Community Residential Withdrawal Unit and Westside Lodge Dual Diagnosis Rehabilitation Centre (DDRC).

- The Community Withdrawal Service (Footscray campus) provides a short-term residential program to individuals who are affected by substance use. The primary focus of the service is to provide residential based substance withdrawal and stabilisation. The program includes medium level medical and pharmacological treatment, along with psychosocial support, health education and recreational activities in a safe environment.

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- Westside Lodge DDRC (Sunshine campus) provides a supportive and safe in-patient environment over a period of three months, for people aged 18 years and over requiring a client centred, recovery oriented dual diagnosis residential rehabilitation program. The therapeutic and educational program offered will support and promote positive lifestyle choices. The Welfare Worker is an integral member of the multidisciplinary team, providing both 1:1 and group interventions and support.

The Residential Unit Welfare Workers may be required to provide support to clients across both residential units; however this role is primarily based at Westside Lodge DDRC.

Key Responsibilities

- Foster and maintain relationships with appropriate internal and external stakeholders.
- Contribute to a culture that promotes effective teamwork
- Be familiar with all local and organisational policies, procedures and guidelines
- Support new staff orientation processes
- Exchange and share information with colleagues via informal or formal forums such as huddles, in-services, presentations, education forums and team meetings.
- Provide high quality, evidence-based and client-centred care, in line with 'Best Care' Framework, to residential unit consumers and their support networks
- Within a supportive and therapeutic framework, provide feedback to consumers on their behaviours and, where required, outline problematic behaviour/develop an agreed plan of action with client.
- Utilise de-escalation and redirection skills to assist consumers in managing emotional wellbeing.
- Contribute to development and/or implementation of Individual Treatment Plans (ITPs).
- Contribute to Multidisciplinary Team Meetings and other case conferences and communicate any issues/concerns/successes/recommendations regarding consumer presentation/behaviour and participation in the program
- Assess the clinical, non-clinical and social needs, including the identification of 'at risk' consumers and record with appropriate and accurate documentation in the consumer's history and care plan and implement consumer specific risk minimisation strategies.
- Effectively develop discharge plans that reflect the needs of consumers and their significant others.
- Assist with outings, meal preparation and provision/support of education programs to clients.

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:

- Residential Unit NUM
- Residential Unit ANUMs
- Program/Quality Coordinator
- Clinical and non-clinical staff
- Drug Health Employees
- Western Health staff
- Other staff as relevant to the area of work

External:

- Consumers and their family/carers
- Service providers and other agencies as appropriate
- Courts, Victoria Police and the Community Offenders Advice and Treatment Services (COATS)
- Department of Health and Human Services
- Area Mental Health Services

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Selection Criteria

Essential

- Qualifications in a relevant discipline (welfare, social work, community development or equivalent)
- Minimum qualifications to Certificate IV level in Drug and Alcohol and/or Mental Health, or willingness to work towards the same or equivalent
- Demonstrated experience working with clients with AOD use, mental health issues and complex comorbidities
- Demonstrated capacity to manage and problem solve in crisis situations
- Excellent interpersonal, communication, conflict resolution and negotiation skills
- Demonstrate positive workplace behaviours
- Basic computer literacy skills
- Current driver's licence

Desirable

- Experience in the provision of services to individuals and groups affected by substance use and associated comorbidities
- Knowledge of the biological and social effects of substance use and its impacts on family/significant others and community
- Understanding of and commitment to the principles and practises of harm minimisation in the drug and alcohol field

Additional Requirements

All employees are required to:

- 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), Occupational Health and Safety (Psychological Health) Regulations 2025, 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
- Be aware of and comply with the Code of Conduct for Victorian Public Sector Employees and other Western Health employment guidelines

General Information

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- 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:

[Click here to enter the Employee's name.](#)

Date:

[Click here to enter a date.](#)

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