

POSITION DESCRIPTION

Position Title:	Welfare Worker
Business Unit/Department:	Alcohol & Other Drug (AOD) Residential Units
Division:	Drug Health Services
Award/Agreement:	Allied Health Professionals (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement
Classification:	Class 2 - Year 1 to Year 5
Reports To:	Nurse Unit Manager Team Leader Associate Nurse Unit Managers
Direct Reports:	N/A
Date Prepared/Updated:	14 February 2024

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

Western Health's Drug Health Services is one of the most diverse specialist agencies in Victoria for the management of substance use, providing a range of residential and non-residential community and hospital-based alcohol and other drug treatment programs.

The service caters to people across the development lifespan, with youth and adult programs, as well as specialist programs for women and for people with co-morbid AOD and mental health care needs. As well as community AOD programs, we offer Addiction Medicine Services to the community and within the Western Health hospital in-patient network.

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 Service and Westside Lodge Dual Diagnosis Rehabilitation Centre (DDRC):

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- The Community Residential 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.
- 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 will be primarily based at Westside Lodge DDRC.

Key Responsibilities



Leadership

- Adhere to relevant professional guidelines, clinical guidelines and local models of care.
- Communicate information and expectations clearly and concisely in a way that builds effective and collaborative working relationships with others.
- Take accountability of own actions and actions of others under direction and sphere of responsibility.
- Maintain a professional demeanour and role model behaviours consistent with the professional Code of Conduct and organisational values.
- Lead by example and motivate staff to strive for excellence.
- Demonstrate initiative in supporting early career and less experienced staff.
- Exhibit a high level of emotional self-control and flexibility in complex, changing, and/or ambiguous situations and when confronted with challenges.
- Foster and maintain relationships with appropriate internal and external stakeholders.
- Contribute to a culture that promotes effective teamwork, encourages cohesion and ensures staff feel valued and contributions are acknowledged.



Research

- Use evidence to support improvements in consumer care and practice.
- Identify, implement and support ways to improve practice and outcomes.
- Promote evidence-based practice and share findings at internal and external forums.
- Participate in quality and research projects as appropriate.



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 all local and organisational policies, procedures and guidelines.
- Participate and contribute to improvement of policies, procedures and protocols and identify areas of improvement in practice.
- Contribute to adverse event investigations, and undertake individual and team-based reflective practice.
- Participate in new initiatives to enhance consumer outcomes and experience, or staff employment outcomes and experience.
- Act to ensure safety by managing clinical risk and intervene, as necessary, to achieve optimal outcomes for consumers and teams.
- Contribute to routine data collection and report writing for funding bodies as required or requested.
- Be aware of Western Health's Strategic Priorities, and ensure activities align with these priorities.

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Education & Learning

- Participate in ongoing learning opportunities.
- Contribute to the updating of educational information provided to consumers and their support networks.
- Support new staff orientation processes.
- Provide timely informal and formal feedback to students, early career and novice staff.
- Exchange and share information with colleagues via informal or formal forums such as huddles, in-services, presentations, education forums and team meetings.



Clinical Expertise

- Provide high quality, evidence based and client centred care, in line with the 'Best Care' Framework, to residential unit consumers and their support networks.
- Demonstrate a commitment to the 'Charter of Healthcare Rights'.
- 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)
- Review and adjust ITPs to support consumers to achieve treatment goals
- Contribute to the Multi-Disciplinary Team (MDT) 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 consumers history and care plan and implement consumer specific risk minimisation strategies.
- Demonstrate accountability and responsibility for care delivered.
- Recognise changes in consumers' condition and take necessary action including reporting and escalation seeking appropriate assistance.
- Accurately reflect the consumers requirements, outcomes or events within prescribed Western Health documentation, ensuring all legal requirements are met in accordance with Western Health policies and procedures.
- Effectively develop discharge plans that reflect the needs of consumers and their significant others and demonstrates an understanding of the role of community providers.
- Assist in supervision and/or provision of the group meal program when required.
- Be familiar with legislation relevant to the service (e.g., Severe Substance Dependence Treatment Act 2010; Mental Health Act 2014; Health Information Act; Health Records Act).
- Perform other duties as required.

In addition to the key responsibilities specific to your role, you are required to deliver on the [WH AH Capability Framework](#) and 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

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

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

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 drug use and its impact on family/significant others and community
- Understanding of and commitment to the principles and practises of harm minimisation in the drug and alcohol field
- Current driver's licence

Desirable Personal Attributes:

- Self-motivated
- Compassionate and empathetic approach
- Open to new ideas
- Timely informed decision making
- People orientated
- Confidence in own ability
- Builds rapport
- Adaptable, flexible and persistent as required
- Takes direction
- Resilience
- Positive outlook

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

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- 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
- Be aware of and comply with the Code of Conduct for Victorian Public Sector Employees and other Western Health employment guidelines
- Work at any of the Western Health sites as directed, in accordance with business and organisational demands and priorities.

General Information

- Redeployment to other services 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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