

## POSITION DESCRIPTION

<b>Position Title:</b>	Alcohol and Other Drug (AOD) Peer Support Worker
<b>Business Unit/Department:</b>	Drug Health Services
<b>Division:</b>	Operations
<b>Award/Agreement:</b>	Health Professionals (Vic Public Health Sector) Single Interest EA – 2021-2026
<b>Classification:</b>	XU18
<b>Reports To:</b>	Operationally: NUM/Team Leader Westside Lodge DDRC Professionally: AOD Peer Support Lead
<b>Direct Reports:</b>	Nil
<b>Date Prepared/Updated:</b>	19 January 2024

<b>Position Purpose</b>
<p>The Alcohol and Other Drug (AOD) Peer Support Worker will provide support to people who present to Western Health services seeking support for their substance use issues.</p> <p>The AOD Peer Support Worker is a unique and valued member of the broader AOD service delivery team and contributes positively to people’s recovery. The key function of this role is to develop authentic connections with clients by offering companionship, empathy and empowerment so as to promote a sense of hope and safety and a belief in personal control.</p> <p>Staff members in this role may be based across different AOD services at Western Health as required, including the Dual Diagnosis Rehabilitation Unit (Westside Lodge), Adult and Adolescent Community Residential Withdrawal Units, Mental Health &amp; AOD Hub at Sunshine Hospital Emergency Department, and the Mental Health &amp; AOD Outreach Service team.</p>
<b>Business Unit Overview</b>
<p>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.</p> <p>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.</p> <p>The service’s innovative, person-centred programs include specialist support for adults and adolescents, many of whom have complex needs associated with factors such as mental health, trauma, family</p>

### Our Vision

Together, Caring for the West  
Patients – Employees – Community – Environment

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

- Demonstrate a commitment to Western Health's 'Best Care' framework.
- Provide person-centred support to clients in collaboration with existing treatment plans and support networks and structures.
- Maintain a commitment to the principles and practices of harm minimisation.
- Actively uphold a culture of hope and celebrate client efforts.
- Actively support clients to make informed decisions about their treatment and ongoing care.
- Empower clients to advocate for their own care.
- Ensure clients receive information in an appropriate and accessible format.
- Inform clients of appropriate supports available.
- Ensure clients are aware of their rights and responsibilities and how to provide feedback.
- Identify opportunities to provide a better service experience from the client perspective.
- Escalate any concerns relating to the health of an individual being supported by the program.
- Participate in all relevant operational and clinical meetings, committees and working groups.
- Inform the development and improvement of relevant healthcare models, policies, procedures and guidelines.
- Participate in clinical reviews, supervision, reflective practice, professional development, and any other relevant mechanism to support professional growth and ensure best care is provided.
- Comply with all confidentiality obligations.
- Participate in service evaluation and quality improvement processes.
- Hold accountability for own actions and seek guidance and support from appropriate employees when limited by own skills and experience.
- Complete all documentation in line with WH policies.
- Perform all other duties as directed within the limits of skill, competence and training to maximise flexibility and effectiveness.

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:

- Service colleagues
- Leadership and Management
- Drug Health employees
- Western Health staff

#### External:

- Individual clients
- Relevant Community programs
- Department of Health

## Our Vision

Together, Caring for the West  
*Patients – Employees – Community – Environment*

## Selection Criteria

### Essential

- Have a personal experience of accessing public AOD services and overcoming the impacts of drug and alcohol use.
- Willing and able to support others through respectful and intentional sharing of own lived experience.
- Capacity to relate to consumers and inspire hope and a belief in recovery.
- Demonstrated knowledge of and commitment to peer support principles and consumer led recovery.
- Ability to establish effective working relationships and maintain appropriate boundaries with others.
- An ability to separate and contain personal experience from that of others.
- Ability to work effectively in both community and inpatient settings.
- Well-developed problem solving and conflict resolution skills.
- Well-developed oral and writing skills.
- Have a positive, non-judgemental attitude towards all people with substance use and mental health issues.
- Ability to model positive behaviours, emotional maturity, positive coping skills and resilience.

### Desirable

- Completed the Cert IV Mental Health Peer Support Work, Intentional Peer Support training or other relevant education/training, or an intention to complete such education/training.
- Experience working in a recovery-oriented healthcare environment.
- Familiarity with use of the Microsoft Office suite.
- Ability to learn and adapt to new electronic systems / hospital record keeping systems.
- A current Victorian driver's license.

## 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),

## Our Vision

Together, Caring for the West  
*Patients – Employees – Community – Environment*

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

### 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:

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

Employee's Signature:

\_\_\_\_\_

Date:

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

### Our Vision

Together, Caring for the West  
Patients – Employees – Community – Environment