

POSITION DESCRIPTION

Position Title:	Social Worker
Business Unit/Department:	Westside Lodge Dual Diagnosis Rehabilitation Centre (DDRC)
Division:	Drug Health Services
Award/Agreement:	Allied Health Professionals (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement
Classification:	Grade 1 – Year 1 to Year 7 (SC12 to AF25)
Reports To:	<i>Operational:</i> Team Leader - Westside Lodge DDRC <i>Professional:</i> Manager - Social Work & Spiritual Care, and delegated Senior Social Worker <i>Supervisory:</i> Grade 2 Social Worker
Direct Reports:	N/A
Date Prepared/Updated:	4 June 2026

Position Purpose
<p>Westside Lodge DDRC is a state-wide residential rehabilitation service for adults who experience the Dual Diagnoses of substance use and mental health issues. WSL DDRC provides a supportive and safe in-patient environment over a period of three months for people who require a client centred, recovery oriented Dual Diagnosis rehabilitation program. The group program offered supports and promotes positive lifestyle choices. Linkages to post rehabilitation community-based programs and services are also a key component of the DDRC program.</p> <p>The DDRC Social Worker is an integral member of the multidisciplinary team, providing evidence-based interventions and support to clients with high and complex needs using capacity-building and empowerment approach to achieve their goals.</p> <p>The Grade 1 Social Worker is responsible for delivering high-quality case management and counselling within their scope of practice, while using their skills and expertise to facilitate assertive linkages to internal and external services. This ensures clients receive appropriate ongoing support following discharge from the DDRC to promote recovery and continuity of care.</p> <p>The role involves developing clinical skills, effective communication, and professional responsibility through proactive participation within the multidisciplinary team. The Grade 1 Social Worker will undertake other tasks and responsibilities within the scope of practice as requested. The Grade 1 Social Worker may be required to work at any of the Western Health sites as directed, in accordance with business and organisational demands and priorities.</p>
Business Unit Overview
<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>

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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 and adolescents, many of whom have complex needs associated with factors such as mental health, 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

- Facilitate high-quality engagement, assessment, treatment, and support services to individuals and their families using best-practice principles, including Family Inclusive Practice, Family Violence, and MARAM principles.
- Hold accountability for own actions and seek guidance and support from appropriate employees when limited by own skills and experience in line with support and supervision from Grade 2 and 3 Social Workers
- Comply with all Western Health policies and procedures
- Deliver high-quality, person-centred inter-professional care in line with the "Best Care" framework.
- Perform evidence-based clinical services using a person-centred approach in the development of individual treatment plans with clients.
- Demonstrate independent clinical reasoning and clinical competencies, including expertise in the use of relevant assessment tools, treatment methods, and case management skills.
- Participate in planning for clinical services
- Advocate for patient rights and access to internal and external services.
- Assist clients to develop safe and comprehensive discharge plans.
- Coordinate with external services during admission to ensure continuity and consistency of care.
- Work collaboratively with the DDRC Psychologist to support clients in their recovery during and following their rehabilitation admission.
- In collaboration with the Program/Quality Coordinator, participate in research, evaluation, and ongoing service review in conjunction with Grade 2 and 3 Social Workers
- Demonstrate open and effective communication (verbal, non-verbal, written, and electronic) with consumers, staff, and service providers.
- Demonstrate effective negotiation skills and conflict resolution when managing difficult situations.
- Consult with senior staff when managing complex or difficult situations.
- Contribute to a culture that promotes effective teamwork, encourages cohesion, and ensures staff feel valued and their contributions acknowledged.
- Attend and actively participate in relevant meetings, including weekly Multidisciplinary Team Meetings, Clinical Intake meetings, and other meetings as required.
- Participate in and represent the service, in consultation with senior staff, at relevant committees, working groups, and meetings as requested.
- Have a clear understanding of the service and professional role within the service.
- Demonstrate well-developed organisational skills and effective time management to appropriately prioritise, evaluate, and complete workload requirements.
- Ensure required documentation and information are completed accurately and in a timely manner.
- Demonstrate flexibility and responsiveness within professional practice, duties, and roles, and assume additional responsibilities as required to meet organisational priorities.
- Demonstrate the ability to identify service delivery issues and escalate them appropriately for resolution.
- Demonstrate knowledge of resources relevant to the work area and act as a resource person for other team members.
- Advocate for patient rights to access internal and external services
- Assist the client to develop safe and thorough discharge plans
- Hold accountability for own actions and seek guidance and support from appropriate staff when limited by own skills and experience.

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- Perform other duties as directed by the DDRC NUM.
- Actively participate in regular supervision, demonstrating ongoing development of clinical skills and reflective practice as identified in the supervision plan.
- Engagement with broader Social Work profession at Western Health
- Participate in learning activities that enhance personal knowledge and continuing professional development.
- Coordinate with external services, during their admission, to ensure consistency of care.

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:

- Nurse Unit Manager
- Westside Lodge Team Leader
- Westside Lodge team, including the Grade 2 Social Worker
- Senior Social Worker
- Manager Social Work
- Drug Health Services staff
- Other members of the service/team

External:

- Clients and their family/carers
- Area Mental Health Services
- WIDAN consortium agencies (CoHealth, Djerriwarrh Health Services, IPC Health)
- Non-residential and Residential Withdrawal Services
- Acute and PARC Mental Health Services
- ACSO-COATS
- Courts and Corrections
- DHHS
- GPs, psychiatrists, psychologists and other Allied Health Professionals

Selection Criteria

Essential:

- Appropriate recognised tertiary qualification: Bachelor/Master of Social Work degree and eligibility for AASW membership
- Experience in the Dual Diagnosis area
- Understanding of and commitment to the principles and practises of harm minimisation in the AOD field
- Experience in the provision of services to individuals and/or families and groups affected by substance use and mental health, including the delivery of training and group work
- Knowledge and experience of contemporary practices in the AOD and MH sectors
- Well-developed ability to effectively engage and manage complex clients and their issues
- Demonstrated case management skills
- Current "Working with Children Check"
- Highly developed interpersonal, written and electronic communication skills
- Current Victorian Drivers licence
- Computer literacy
- Self-motivated, compassionate and empathetic approach
- Enthusiastically contributes to multi-disciplinary team and supports the professional development of junior staff
- Self-motivated
- Compassionate and empathetic approach
- Open to new ideas
- Timely informed decision making

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- Confidence in own ability
- Builds rapport
- Resilient, Adaptable, flexible and persistent as required
- Takes direction
- Positive outlook
- Contributes to multi-disciplinary team and supports the professional development of junior staff

Desirable:

- Posts Graduate qualifications in AOD and MH areas
- An up-to-date knowledge of issues, trends and government policies in the delivery of AOD and MH services and in the broader health industry
- Excellent written and verbal communication skills and a proven capacity to negotiate with clients, staff and other stakeholders
- Crisis management/suicide intervention skills
- Experience in providing outreach services
- Experience working with clients and families affected by substance misuse and complex comorbidities
- Knowledge of services and programs available to this client cohort to support recovery

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, Safe Patient Care Act 2015, Mental Health & Wellbeing Act 2022
- 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

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- 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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