

Enhanced CBD Outreach Peer Worker

position number	P2902
status	Part Time, Fixed term (TP)
network	Services
agreement	Community Health Centre (Stand Alone Services) Social and Community Service Employees Multi Enterprise Agreement 2022
classification	SACS Level 3 or 4, pay point dependent on experience
reports to	Program Facilitator – AOD Outreach

about us	cohealth is a not-for-profit community health organisation. We provide health and support services in Melbourne's CBD, and northern and western suburbs.
what we do	Our work aims to improve the health and wellbeing of our communities and address health and social inequality.
our organisation	cohealth is a community health organisation with an ambitious strategic plan. Our mission is to improve health and wellbeing for all and tackle inequality, in partnership with people and the communities they live in.
our people	People who work at cohealth are committed to designing and delivering high quality health care and promoting and protecting human rights.
diversity and inclusion	We want people of all ages, gender identities, sexualities, cultural backgrounds, and abilities to feel safe to bring their whole selves to cohealth. We are a Rainbow Tick Accredited organisation with over 20% of our staff from the LGBTQIA+ community. To find out more about us click here

network overview

Services Network

The Services Network is responsible for delivering a wide range of health and social support services in Melbourne's CBD, and northern and western suburbs.

position overview and purpose

This position sits within the AOD Outreach cluster. The cluster aims to improve the health, wellbeing, housing, and social outcomes of people who use alcohol and other drugs in the Inner Northwest of Melbourne. The Cluster delivers a human rights approach to health care which reduces harms, is trauma informed, consumer directed, holistic, recovery and strengths based.

The City Street Health Team provides assertive street outreach and case management in the Melbourne CBD working with clients to reduce the harms associated with substance use and other health and psychosocial needs with a particular focus on those who are also experiencing homelessness.

The Peer Worker, working alongside the multidisciplinary team provides flexible, evidence-based goal-directed psychosocial support which improves health, wellbeing, and inclusion for the community. The Peer Worker achieves this by supporting the deepening of client engagement across cohealth services; the service offerings of our partners; and the AOD and homelessness sector as a whole.

The Peer Worker collaborates with clients, carers, and other service providers to support access to AOD, social, physical & mental health services that enhance health and wellbeing. The Peer Worker intentionally and safely utilises or shares their lived/living experience or recovery journey to support clients' sense of hope, and engagement and promote capacity for change for positive health and wellbeing.

key accountabilities

Utilise lived experience and outreach to clients	<p>Utilises or shares lived/living experience/recovery journey where appropriate, relevant, and purposeful in a safe way to support clients in identifying goals and steps required for the client to achieve them.</p> <p>Participate in assertive street outreach</p>
Provide Harm Reduction AoD and service System support to Clients	<p>Provide peer-led harm reduction education, advocacy, referral, needles/syringes and other injecting and disposal equipment to clients to support safer use and disposal through all modalities</p> <p>Respond to challenging behaviour calmly and assertively using a trauma informed framework in line with cohealth policies and procedures.</p> <p>Maximise opportunities to provide information and education on safer drug use, BBV and STI treatment and prevention, and drug overdose prevention and response.</p>
Build and maintain relationships	<p>Support the planning and development of peer-led group programs.</p> <p>Maintain effective working relationships with key stakeholders.</p> <p>Work collaboratively with clients, carers, clinicians, and other community services to deliver high quality care outcomes.</p> <p>Consult and liaise with staff within the organisation, other local agencies, and referrers to ensure a holistic and coordinated multi-disciplinary approach to health care provision.</p>
Support Program Operations	<p>Participate in program activities to ensure the provision of a high quality, flexible, integrated, and responsive service.</p> <p>Support multidisciplinary coordinated care activities within the team to meet the needs of the community</p>
Service Navigation	<p>Engage clients to participate in their goal centred care by introducing the concept of change, recovery and promoting hope and the capacity for change.</p> <p>Support clients to connect with and access internal and external services through the intake pathways.</p>
culture and teamwork	<p>Champion cohealth's culture to promote teamwork, employee development and empowerment to foster a culture of high performance and a workforce which demonstrates behaviours consistent with cohealth's values.</p> <p>Regularly participate in team and organisational activities.</p>

quality and continuous improvement	<p>Participate in regular line management supervision, practice supervision, coaching and team reflective practice.</p> <p>Contribute to the implementation and improvement of the quality systems within cohealth, in particular the Outreach Network, and ensure compliance with documented procedures and processes.</p>
health & safety compliance	<p>Provide and maintain a working environment that, as far as reasonably practicable, is safe and without risks to the health, safety, and wellbeing of all (employees, contractors, volunteers).</p> <p>Maintain awareness of and compliance with health and safety policies and procedures to maintain a safe working environment.</p> <p>Take corrective action to remedy safety hazards or risks and restore a safe working environment</p> <p>Carry out duties in a manner that does not adversely affect health and safety by reporting all incidents/injuries and cooperating with any health/safety measures introduced in the workplace.</p> <p>Comply and adhere to all cohealth policies and procedures including code of conduct and values.</p>
Others	<p>Perform all other duties as directed, within the limits of skills, competence, and training to maximise flexibility and effectiveness.</p>

position requirements

- A lived/living experience as a service consumer of AoD services, or as a person who has used drugs or alcohol and has capacity to view substance use through a harm reduction lens.
- Ability to collaborate and work effectively in a team.
- Capability to communicate, actively listen and deliver services with respect, enthusiasm, and commitment.
- Ability to work with a wide range of diverse clients and vulnerable groups including CALD, PWUD and people experiencing mental illness and homelessness.
- Ability to support clients presenting in various states of readiness with undertaking health behaviour change.
- An understanding of the health / social services sector.
- An understanding of the challenges service users and their families face.
- Committed to the philosophy and vision of cohealth.
- Establishes respectful professional relationships that have clear boundaries with clients, staff, general practice, partner organisations and funders.
- Demonstrates self-awareness and the ability to self-regulate during difficult situations.
- Client goal focused with an ability to work flexibly, and harm reduction orientated.
- Willingness to grow and develop professionally.
- Working with Children's Check (WWCC)
- Victoria Police Check Current
- Immunisation Category A and proof of COVID vaccination to be produced for sighting upon request

key selection criteria

- Relevant lived or living experience and the capacity to share lived experience in a strengths-focused way.
- A sound understanding of the key issues affecting people with multiple and complex needs including mental illness, alcohol and other drugs, housing insecurity, health and safety issues, social connection, education, and employment.
- Demonstrated skills and experience working with clients who present with a high level of complexity, vulnerability, and disadvantage.
- Sound knowledge and understanding of recovery models of care, strengths-based practice, psychosocial support, trauma informed and best practice evidence-based interventions or willingness to develop these areas of practice.
- Ability to work collaboratively with a range of internal and external stakeholders to ensure the provision of quality services.
- A sound understanding of and the ability to work with people from CALD backgrounds, different genders, and ages.
- Excellent written, communication, interpersonal, reflective, and problem-solving skills.
- Commitment to professional development and quality improvement.
- Strong belief and personal alignment in cohealth Values and Mission

cohealth is a child safe and equal opportunity employer that offers generous salary packaging and opportunity to undertake professional training and development opportunities. Aboriginal and Torres Strait Islander people, and those who speak languages other than English are encouraged to apply.

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