



## WESTERN REGION HEALTH CENTRE LTD

### POSITION DESCRIPTION

<b>Position:</b>	<b>Community Health Worker (Health Care Team)</b>
<b>Location:</b>	<b>4- 12 Buckley Street, Footscray (However, the position may be required to work from any of the Centre's site)</b>
<b>Job Status:</b>	<b>Full time / Fixed Term</b>
<b>Conditions of employment:</b>	<b>SACS Award, Community Development Worker Level 2B, Year 3</b>
<b>Authority re Appointment:</b>	<b>Health Works – Program Manager</b>
<b>Reports To:</b>	<b>Team Leader – Health Care Team</b>

## WESTERN REGION HEALTH CENTRE LTD.

The Western Region Health Centre Ltd. is committed to improving the health and well being of the people who live and work in the Western Region by providing an accessible range of comprehensive, high quality and integrated health and welfare services.

The Centre is an organisation providing a range of health services to the community, predominantly in the City of Maribyrnong with some programs extending to neighbouring municipalities and state-wide. Services include:

- general practice
- community health
- allied health services
- refugee health
- dentistry
- services for people who inject drugs
- general, family violence and victims of violent crime counselling and support
- mental health, homelessness and outreach services
- services for people with complex needs

## HEALTH WORKS

Health Works, a program of the Western Region Health Centre, aims to improve the health and wellbeing of people who inject drugs in the western suburbs of Melbourne. The service provides a range of programs including:

- a needle and syringe program which provides users with clean injecting equipment
- a drug safety worker who provides education and health promotion activities for the injecting community,
- a Cambodian, Lao, Vietnamese worker who works with these communities to foster a greater understanding of harm reduction,

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- a community education worker who raises harm reduction issues with the broader community
- a dual diagnosis project that is focused on improving the capacity of Health Works to meet the needs of this client group
- a health care team, who provide holistic health services to people who inject drugs.

All Health Works staff adheres to Health Works' values as indicated below:

*Health Works offers a holistic, social model of health care with the aim of addressing health inequities experienced by people who inject drugs. The service is confidential, innovative, responsive and based on a harm reduction framework encompassing community development principles to empower and educate people who inject drugs, in order for them to make informed decisions about their health.*

*Health Works is a multidisciplinary team that values personal, professional and academic experience. Staff work together, support each other, engage in reflective practice and are accountable to service users.*

#### **POSITION OBJECTIVE**

The Community Health Worker role involves the delivery of clinical (including first aid and pre and post test counselling for blood borne viruses) and non-clinical primary health care services to people who inject drugs. Staff work as a team to address the needs of clients.

#### **POSITION REQUIREMENTS**

##### **Service Delivery/Clinical Care**

The Community Health Worker is responsible for working collaboratively with the team on elements of day-to-day service delivery to ensure the provision of high quality services to people who inject drugs by:

- Delivering quality primary health care services to people who inject drugs. This may include clinical activities (pre & post test counselling for HIV and Hepatitis C screening, pathology collection, first aid response, health assessment) and non-clinical services (referrals to housing, legal and welfare services, crisis counselling, psychosocial support);
- Providing health services both onsite and on an outreach basis according to need
- Working in conjunction with specialist medical and allied health service providers who may visit Health Works to deliver their respective services
- Working collaboratively with other WRHC staff at other WRHC sites
- Provide support to clients accessing pharmacotherapy (methadone and buprenorphine)
- Ensuring ethical, responsible and service user focussed services are provided

##### **Referrals/Linkages**

The Community Health Worker will:

- Arrange/implement referral to specialist health, dental and other relevant services, providing means of transport or accompanying people who inject drugs to such services where required/appropriate to reduce barriers to service provision
- Establish and maintain active network links to connect people who inject drugs with welfare, support and other community services
- Provide information and referral on substitution therapies, drug treatment and support services and, when requested by people who inject drugs, facilitate/assist access to such services
- The role of the Community Health Worker is not to case manage but to facilitate continuity in the delivery of health care services for people who inject drugs and actively link service users into other agencies many of whose staff do case manage

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### **Community Development**

The Community Health Worker is responsible for the development and ongoing maintenance of effective networks and consultative processes including:

- In conjunction with all staff and people who inject drugs, develop, facilitate and deliver health promotion and peer education activities in relation to health and drug use
- Support/participate in relevant research, program evaluation and community development initiatives designed to identify service gaps, better guide service development and produce successful outcomes for people who inject drugs
- Liaise with relevant service providers to promote Health Works, establish productive working relationships and effective referral linkages and to avoid service duplication
- Represent agency in forums, networking and working groups
- Represent the issues identified by Health Works' service users to lead to better awareness and understanding amongst the drug and alcohol field, agencies and the general community

### **General Organisational Requirements (standard)**

- Participate in strategic planning and development activities as required
- Participate in WRHC Research & Evaluation projects as required
- Report on all areas of responsibility against performance targets as required
- Undertake specific projects or tasks as directed by the Team Leader
- Participate in Health Promotion initiatives and activities as required
- Maintain information systems on relevant resources and implement relevant administrative procedures and systems
- Participate in regular supervision meetings and an annual Individual Development Review process with the Team Leader
- Maintain and develop standards of practice and skills by pursuing internal and external professional development opportunities
- Promote and represent the Centre as a caring, professional, and client-focused organisation, and its range of primary health and social support services
- Adhere to Workplace Health Safety and Well Being standards within the organisation
- Participate in the identification of risks to the program and organisation
- Adhere to all Centre policies and procedures

### **Commitment to the philosophy of Western Region Health Centre (standard)**

- Commitment to the philosophy expressed in the centre's vision, goals and values statements
- Commitment to work within a community focused whole of population health approach, recognising the importance of providing a medical model within a holistic health response
- Commitment to working within a service which includes targeting of marginalised communities
- Commitment to providing services in a manner that is sensitive to the cultural background of clients.

### **Other Duties**

The Community Health Worker will:

- Participate in other aspects of Health Works' service delivery including the needle and syringe program and outreach activities
- Other duties as requested by management

## KEY SELECTION REQUIREMENTS

Applications are invited from suitably qualified and experienced people addressing the following areas:

### Essential

- Tertiary qualification in a relevant discipline (i.e.: Social Work, Psychology, Alcohol and other Drug Studies, Community Development), or other relevant professional or personal experience
- Experience working with people who inject drugs and have complex needs
- Knowledge of and commitment to community health principles and practices and a sound understanding of harm reduction. In particular, issues relating to injecting drug use, blood borne viruses, health care access and other health care risks
- A sensitivity to and understanding of the issues and needs of people from culturally and linguistically diverse (CALD) communities who inject drugs
- Commitment to teamwork and a collaborative approach to service delivery
- Excellent interpersonal and written communication skills
- High level computer literacy, including word processing and database skills
- A current driver's licence

### Highly Desired

- Completion in an accredited training course in pathology collection, a Level 3 First Aid certificate and successful completion of training in Pre and Post Test counselling for HIV and Hepatitis C
- Experience in managing challenging behaviours

## OTHER RELEVANT INFORMATION

- WRHC is an equal opportunity employer
- **Pre-Existing Condition Declaration**  
Prior to any person being appointed to this position it will be required that they disclose full details of any pre-existing injuries or disease that might be affected by employment in this position
- **Proof of Right to Work in Australia**  
Documentation that proves the right to work in Australia will be required prior to appointment
- A pre-employment police check is mandatory for all new employees
- **Working with Children Check** - Appointment to the position will be subject to a satisfactory Working with Children Check
- **Voluntary Departure Package (VDP):** Recipients of Voluntary Departure Package (VDP) are ineligible to apply.
- Probation period of three (3) months
- Employees are requested to comply with the Centre's policy on staff immunisation

Employee signature: \_\_\_\_\_

Employee name: \_\_\_\_\_ Date: \_\_\_\_\_

Manager signature: \_\_\_\_\_

Manager name: \_\_\_\_\_ Date: \_\_\_\_\_

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