

**POSITION DESCRIPTION – HARM REDUCTION CLINICIAN****Part 1 – Expectations for Your Role**

Position	Harm Reduction Clinician - SURE
Service / Program	Mental Health & AOD
Industrial Instrument	SACS - EACH Social and Community Service Employees Enterprise Agreement 2017
Instrument Classification	Level 5
Reports to	SURE outer east team leader
Effective Date	August 2025

Key Deliverables

- Provide brief interventions and care coordination, including relapse prevention and psychoeducation.
- Deliver harm reduction services such as safer use education, overdose and blood-borne virus prevention, and distribution of Needle and Syringe Programs (NSP) and Naloxone.
- Monitor the operation and stock levels of the NSP at Each, ensuring accessibility and raising any issues with the appropriate team.
- Conduct comprehensive assessments covering AOD, mental and physical health, social factors, homelessness, and family violence risk (using MARAM or equivalent).
- Develop and review client-centred care plans in collaboration with clients and their support networks.
- Facilitate warm referrals to treatment services, primary health care, and specialist supports.
- Engage high-risk populations—including people at risk of overdose, justice-involved individuals, young people, refugees, CALD communities, and people experiencing homelessness—through outreach, education, and community-based initiatives.
- Provide significant client outreach, including proactive engagement, follow-ups, and support coordination in community settings.
- Support clients residing in transitional housing by providing regular check-ins, coordinating care, promoting independent living skills, and linking them with community supports and long-term housing pathways.
- Maintain accurate and timely client records and contribute to program evaluation and continuous service improvement.
- Collaborate with multidisciplinary teams and external partner agencies.
- Support recovery planning, service navigation, and ongoing client advocacy.

Skills

- Strong interpersonal and communication skills, with a non-judgemental and empathetic approach.
- Ability to engage clients and stakeholders using motivational interviewing, trauma-informed practice, and active listening.
- Skilled in managing challenging behaviours and crisis situations using de-escalation techniques.
- Demonstrated cultural competence and commitment to cultural safety, particularly when working with Aboriginal and Torres Strait Islander peoples, CALD communities, and LGBTIQ+ individuals.
- Collaborative team player with respect for lived experience in recovery.
- High level of adaptability, solution-focused thinking, and openness to feedback and professional development.



- Strong personal and professional boundaries to support safe, ethical, and therapeutic practice.
- Proficiency in Microsoft Office and strong administrative skills for effective recordkeeping and service delivery.

Experience & Knowledge

- Experience in the AOD and mental health sectors, ideally in harm reduction roles.
- Sound understanding of harm reduction principles and public health approaches to substance use.
- Knowledge of blood-borne viruses, overdose prevention, safer injecting practices, and NSP operations.
- Experience working with clients facing co-occurring mental health, physical health, and social challenges.
- Familiarity with family violence risk assessment frameworks (e.g. MARAM), relevant legislation, privacy and confidentiality requirements, and child safety obligations.
- Understanding of the needs of high-risk and marginalised populations, including people who inject drugs, those experiencing homelessness, justice-involved individuals, and priority communities.

Qualification/Registrations/Licences (*Mandatory only*)

- Minimum qualification in AOD Skill Set
- Current CPR certification
- MARAM training or willingness to undertake upon commencement
- Current state-based driver's license without limitations and with the ability to transport clients

Qualification/Registrations/Licences (*Highly regarded*)

- Certificate IV in Youth work, Social Work, or an advance Diploma in AOD
- Completed or otherwise working towards completing competencies in dual diagnosis (for at least the first 6 months).

Physical Requirements

- The ability to sit for extended periods and use office equipment effectively.
- Capable of typing and performing administrative tasks, moving around the office to attend meetings and lifting and carrying items up to 5 kg, such as laptops or office supplies.
- Strong visual and auditory abilities are essential to read documents and communicate effectively in person, over the phone, and via video.
- Able to travel for outreach purposes, requiring the ability to drive fleet vehicles and transport passengers as needed.



POSITION DESCRIPTION - Employee

Part 2 – Expectations for Our Team

At Each, we are committed to improving lives and strengthening communities through a range of health, disability, housing, counselling, and mental health services. With a dedicated team of over 1,500 employees and 250 volunteers, we aim to create a positive impact, empowering individuals to live healthier, happier lives.

Our vision is for everyone to live well, and we strive for a healthier, more equitable future through innovation, advocacy, and community engagement.

We care. We listen. We learn. We deliver. Altogether better care.

Expectation of Employees

Employees are expected to work collaboratively with team members and other Directorates, contributing to both individual and community outcomes. They must model Each's values, ensuring an inclusive, safe, and engaging culture.

Employee Responsibilities

An Each employee is responsible for:

- Ensure quality, safety, and risk management to protect staff, customers, and the community.
- Collaborate with team members and stakeholders to achieve positive outcomes.
- Create a safe, respectful environment that fosters growth, learning, and wellbeing.
- Track progress and outcomes to meet Each's goals and performance targets.
- Work within professional boundaries and program guidelines.
- Demonstrate leadership behaviours and serve as an ambassador of Each.

Quality

Employees must engage in continuous improvement, comply with legislation and accreditation standards, and maintain the necessary skills and knowledge for their role.

Safety & Wellbeing

All Each employees are responsible for their own health and safety, as well as that of others, in line with OH&S legislation and Each's policies.

Child Safe Commitment

Each is dedicated to creating a child-safe environment, with zero tolerance for child abuse. Everyone is responsible for protecting and reporting any suspected child abuse, ensuring the safety and well-being of children involved with Each.

Inclusion and Diversity Commitment

Each is dedicated to an inclusive and diverse workplace where everyone is valued and respected. All staff are expected to promote inclusivity, embrace diversity, and foster a collaborative environment, ensuring a safe and supportive workplace for all.

Key Selection Criteria

Skills & Behaviours

- Adhere to Each's Behavioural and Performance Standards.
- Strong communication and interpersonal skills for building relationships.
- Collaborative team player with a positive attitude.

Desirable Experience, Knowledge, and Qualifications

- Relevant tertiary qualifications.
- Proven collaborative teamwork skills.



- Understanding of the Not-For-Profit and Health sectors.

Mandatory Competencies/Licences

- Criminal History Check and Employee Working with Children Check (as required).
- National Worker Screening Check (if required for the role).
- Entitlement to work in Australia

Expected Behaviours for all Each Staff

- Act in accordance with Each's Code of Conduct, policies, and service principles.
- Respond to family violence risk in line with the MARAM Framework.
- Promote a safety-first culture and adhere to health and safety policies.
- Ensure Each Great Care is put through its PACES (Person-Centered, Accessible, Connected, Effective and Safe).
- Support a zero-tolerance stance on abuse, neglect, and discrimination.
- Foster an inclusive, collaborative work environment, prioritizing customer needs.
- Contribute to teamwork, innovation, and continuous improvement.
- Engage in continuous learning and complete all mandatory training on time.