

**POSITION DESCRIPTION Counsellor AOD****Part 1 – Expectations for Your Role**

Position	AOD Counsellor
Service / Program	Mental health and AOD Stream
Industrial Instrument	SACS - EACH Social and Community Service Employees Enterprise Agreement 2017
Instrument Classification	Level 5
Reports to	Team Leader – SURE Outer East
Effective Date	October 2025

Key Deliverables

- Have a solid understanding of Alcohol and Other Drugs (AOD) frameworks and demonstrate a commitment to trauma-informed and harm reduction approaches.
- Strong skills in understanding client needs and contribute to recovery planning, service navigation, and ongoing client advocacy.
- Provide a full range of recovery oriented therapeutic programs that are strength based, trauma informed utilising a range of modalities including, but not limited to:
 - Motivational interviewing
 - Mindfulness
 - Acceptance and commitment therapy (ACT)
 - Schema therapy
 - Cognitive behavioural therapy (CBT)
 - Other relevant counselling technique
- Encourage strong community and sector connections to support improved coordination of service planning, delivery and review.
- Build on and maintain referral and feedback pathways with local General Practitioners, Mental Health Services and other Health, Welfare and AOD providers.
- Coordinate care with other health and social services.
- Strong interpersonal skills, a non-judgemental attitude, and the ability to engage clients and stakeholders are critical.
- Adaptable, solution-focused, and open to feedback and professional development.
- Demonstrate strong personal and professional boundaries to maintain therapeutic integrity and support safe, ethical practice.
- A collaborative team player with cultural competence and an appreciation for lived experience in recovery is essential.
- Accurate and timely documentation, program engagement and evaluation, and supporting clients to build on strengths, implement harm reduction strategies, and connect meaningfully with community resources.
- Manage ethically complex and crisis-driven situations while upholding EACH's policies on safety and confidentiality.
- Demonstrated experience in providing therapeutic counselling to clients with a co-existing drug and alcohol, mental health condition and Family Violence.



Experience and Knowledge

- Experience working within a large or complex organisation, demonstrating the ability to navigate structures, systems, and processes efficiently.
- Possess an appreciation and understanding of the not-for-profit or health sector, with awareness of industry-specific needs, service delivery models, and relevant compliance requirements
- Demonstrated experience working with AOD clients both voluntary and mandated.

Qualification/Registrations/Licences (*Mandatory only*)

- Degree level qualification (or higher) in Counselling,
- Completed or completing competencies in dual diagnosis (for at least the first 6 months).
- Minimum qualification AOD Skill Set.
- CPR competencies.
- 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 Youth work, Social Work, Psychology, advance dip in AOD

Physical Requirements

- **Office Environment:** Sit for extended periods and use office equipment.
- **Data Entry:** Type and handle administrative tasks.
- **Office Mobility:** Move around the office and attend meetings.
- **Light Lifting:** Lift and carry up to 5 kg (e.g., laptops or office supplies).
- **Visual & Auditory:** Read documents and communicate effectively in person and via phone/video.
- **Travel:** Occasional travel may be required to attend off-site appointments or meetings. This requires the ability to drive fleet vehicles and, where appropriate, transport passengers.
- After hours work on a weekly basis.

**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.