

Intake Referral Dispatch Call AOD Clinician

For this position, preference may be given to persons of **Aboriginal and / or Torres Strait Islander descent** (as permitted under The Victorian Equal Opportunity Act 2010 s12: “A person may take a special measure for the purpose of promoting or realizing substantive equality for members of a group with a particular attribute”).

A supportive workplace that will help you to develop your skills further

Not for profit Salary Packaging available

Casual Employment Contract

Staff may at times be required to work after operational hours.

About the Organisation

The Victorian Aboriginal Health Service (VAHS) was established in 1973 to address the specific medical needs of Victorian Aboriginal communities. 2023 marked a landmark year as VAHS proudly celebrated its 50th year of providing a comprehensive range of medical, dental, allied health and social services for our community.

As well as providing a variety of medical services, VAHS is committed to supporting the well-being of the community through contributions to community events and activities. VAHS is also committed to assisting research into the ongoing needs of the community.

VAHS is a child safe organisation, committed to child safety and wellbeing, and recruits staff in accordance with the Child Safe Standards Victoria.

About the Opportunity

In 2019 the Victorian Government committed to decriminalising public drunkenness to replace the criminal justice response with a health-based response to support people who are intoxicated in public. Within the centralised Intake Referral Dispatch service, the AOD Clinicians role involves various responsibilities related to effectively managing incoming calls, providing information, clinical advice and coordinating services.

Key responsibilities

Service Delivery

- Answer incoming calls, conduct initial assessments, and provide AOD advice where appropriate.
- Maintain clear communication with team members during shifts.
- Screen for risk or urgency and escalate to relevant authorities when needed.
- Liaise with outreach teams to ensure they have the necessary information and resources.
- Match clients with suitable services based on needs, location, and cultural background.

Quality Assurance

- Ensure dispatch operations follow established protocols for safety and quality.
- Identify ways to improve the intake, referral, and dispatch (IRD) process to reduce wait times and enhance client satisfaction.

Training and Professional Development

- Participate in ongoing training, supervision, and reflective practice sessions.
- Stay up to date with best practices, legislation, and industry changes related to referral and dispatch services.

Administration

- Accurately document all client calls, assessments, and dispatch activities.
- Maintain records in line with legal, organisational, and OH&S requirements.
- Ensure all processes align with VAHS policies and relevant legislation.

Prerequisites

- Recognised tertiary qualifications in AOD or equivalent with minimum 3 years working experience is required.
- Applicant must hold a valid Victorian Working with Children's Check

How to Apply

Please send your application, which must include a cover letter and curriculum vitae, via employment@vahs.org.au before Sunday 9pm, 14 September 2025.