

<b>Position</b>	Support Worker – Family & Community (North West Coast)	
<b>Key Requirements (Qualifications, Skills, Knowledge and Experience)</b>	<p><b>Essential Qualifications/Experience:</b></p> <ul style="list-style-type: none"> <li>• Diploma in Community Services, or an associated qualification, or willing to undertake training towards this.</li> <li>• Ability to maintain positive professional relationships with stakeholders, clients and staff.</li> <li>• Demonstrated ability to work unsupervised.</li> <li>• Current drivers' licence</li> <li>• National Police check is required for all roles at LCM.</li> <li>• Working with Vulnerable People Check, or willingness to obtain.</li> </ul> <p><b>Desirable Qualifications/Experience:</b></p> <ul style="list-style-type: none"> <li>• Experience or demonstrated capacity to work in an organisation adopting a Christian ethos.</li> <li>• Demonstrated experience in program leadership.</li> <li>• Positive history of following organisational Policy &amp; Procedures.</li> <li>• Demonstrated time management skills.</li> <li>• Demonstrated history of setting and applying good professional boundaries.</li> </ul>	
<b>Summary of Role (inc. Role Purpose)</b>	Primarily the Family and Community Support Worker will be responsible for providing high quality support to the families of those working through issues surrounding addiction, conducting pre-assessments checks for applications into and coordinating follow up with people exiting City Mission's AOD services. The role also is responsible for working with community-based stakeholders to deliver programs outside of the City Mission's services and to be a point of promotion, referral and information in the community.	
	<b>Key Responsibilities</b>	<b>Key Performance Indicators (observable and measurable)</b>
<b>Program Supervision</b>	<ul style="list-style-type: none"> <li>• Engage with client family members and potential clients in the community.</li> <li>• Facilitate appropriate programs in the community (e.g. SMART Recovery).</li> <li>• Develop and maintain links with external community groups, educators, and other sources of support.</li> </ul>	<ul style="list-style-type: none"> <li>• Regular engagement occurs with community stakeholders as required.</li> <li>• Programs are promoted and conducted as directed.</li> <li>• Regular follow up occurs with participants.</li> <li>• Links with stakeholders are maintained.</li> </ul>
<b>Preassessments and Post Program Follow Up</b>	<ul style="list-style-type: none"> <li>• Assess and process AOD service applications.</li> <li>• Communicate pathways to recovery to potential clients and their families.</li> <li>• Help clients prepare for the recovery journey.</li> <li>• Help coordinate clients' transition from AOD Service programs back into community.</li> </ul>	<ul style="list-style-type: none"> <li>• All applications are assessed and responded to in a timely manner.</li> <li>• Pathways to recovery are well communicated.</li> <li>• Clients report receiving appropriate preparation and transition support.</li> </ul>
<b>AOD Services Promotion</b>	<ul style="list-style-type: none"> <li>• Develop strong and positive networks and partnerships with groups in the community.</li> <li>• Promote City Mission AOD services through community networks and partnerships.</li> </ul>	<ul style="list-style-type: none"> <li>• Strong networks are developed and maintained.</li> <li>• AOD services are promoted through sector and community networks.</li> </ul>

	<ul style="list-style-type: none"> <li>• Participate within sector meetings and forums where requested by management.</li> <li>• Assist with the review and update of program information.</li> <li>• Participate in the development and ongoing review of the Community Engagement model of service.</li> </ul>	<ul style="list-style-type: none"> <li>• Program/model information is reviewed as required and kept updated.</li> <li>• Regular participation occurs within sector meetings and forums.</li> <li>• Model of service is developed and implemented, with regular reviews and improvements made.</li> </ul>
<b>Administration</b>	<ul style="list-style-type: none"> <li>• Ensure all client records and other documentation is completed in line with policy.</li> <li>• Complete and submit monthly reports.</li> </ul>	<ul style="list-style-type: none"> <li>• Administrative tasks, case notes and service contacts are completed in timely manner and in line with policy.</li> <li>• Regular and prompt reporting is made.</li> </ul>
<b>WHS</b>	<ul style="list-style-type: none"> <li>• Operate with a Duty of Care for self, colleagues and clients.</li> <li>• Operate within the organisation's WHS policy and guidelines.</li> <li>• Maintain professional boundaries in line with policy.</li> <li>• Participate in regular clinical supervision.</li> </ul>	<ul style="list-style-type: none"> <li>• WHS policy and guidelines are followed.</li> <li>• Professional boundaries are maintained.</li> <li>• Undertakes authorised number of supervision sessions per annum.</li> <li>• Employee reports feeling adequately supported.</li> </ul>
<b>Learning and Innovation</b>	<ul style="list-style-type: none"> <li>• Participate in ongoing personal and professional development strategies and individual plans to improve job performance and work relationships.</li> <li>• Participate in performance management reviews and staff reviews.</li> </ul>	<ul style="list-style-type: none"> <li>• Shows initiative in identifying training and professional development programs and bringing to the attention of Management.</li> <li>• Contributes to and participates in Performance Review processes.</li> </ul>

#### LAUNCESTON CITY MISSION VALUES

<b>Faith</b>	We have confidence that ethical actions will bring good results.
<b>Justice</b>	We take personal responsibility to uphold what is pure, right and true.
<b>Compassion</b>	We invest whatever is necessary to heal the hurts of others.
<b>Flexibility</b>	We are attentive and responsive to the changing needs in our community
<b>Enthusiasm</b>	We express joy in our work as we give it our best effort.