

Position	Support Worker Missiondale	
Key Requirements (Qualifications, Skills, Knowledge and Experience)	<p>Essential Qualifications/Experience:</p> <ul style="list-style-type: none"> • Cert IV in Community Services (Alcohol and Drugs) or an associated qualification or a willingness to obtain. • Proven experience or understanding of alcohol and drug sector. • Workplace level 2 First Aid certificate or willingness to obtain. • Highly developed communication skills. • Current driver licence. • National police check is required for all roles at LCM. • Evidence of COVID-19 approved vaccination or medical exemption. <p>Desirable Qualifications/Experience:</p> <ul style="list-style-type: none"> • Experience or demonstrated capacity to work in an organisation adopting a Christian ethos. • A good understanding of the causes of homelessness and addiction related issues: <ul style="list-style-type: none"> ○ Knowledge of drugs and their effects; ○ Knowledge of symptoms of intoxication and withdrawal; ○ Knowledge and experience in conducting alcohol and other drug assessments, brief interventions, and other health interventions (as appropriate); ○ Knowledge of motivational interview techniques; ○ Knowledge of relapse prevention strategies. • Ability to maintain positive professional relationships with clients and staff. • Relevant experience in working with clients dealing with AOD issues. • Relevant experience leading group work with clients. • Demonstrated success in delivering support to clients with complex needs. • Success in maintaining positive key stakeholder relationships. • Demonstrated time management skills. • Demonstrated ability to work unsupervised. • Working With Vulnerable People Card, or willingness to obtain. • Positive history of following organisational policy and procedures. • Demonstrated history of setting and applying good professional boundaries. 	
Summary of Role (inc. Role Purpose)	<p>Missiondale’s operating framework is the Therapeutic Communities model. The Support Worker is required to provide support through different stages of AOD recovery within a residential environment. This requires the person to develop working relationships with management, peers, other staff, the general public, stakeholders and other functional areas within the organisation.</p>	
Service Delivery	<p style="text-align: center;">Key Responsibilities</p> <ul style="list-style-type: none"> • Therapeutic Community groups are facilitated, monitored and feedback recorded and distributed in line with program guidelines. • Provide transport for clients to and from external appointments. • Assist with general reception and administration duties on evening and weekend shifts. • All documentation is accurate and in line with policy. 	<p style="text-align: center;">Key Performance Indicators (observable and measurable)</p> <ul style="list-style-type: none"> • TC groups are run according to guidelines and associated feedback is completed in a timely manner. • Clients are taken to appointments. • Missiondale vehicles are utilised efficiently. • Client medications are up to date and complete. • Phone calls and other administration duties are responded to in a timely manner. • All documentation is complete and up to date.

	<ul style="list-style-type: none"> • Complete procedures for clients returning from day or weekend leave when necessary. • Complete discharge of clients from program when exiting, carrying out all checks and completing documentation • Contribute to the review and updating of Missiondale programs. • Adhere to the organisation’s policies, procedures and guidelines. • Maintain positive ongoing relationships with a range of key stakeholders. 	<ul style="list-style-type: none"> • All processes are followed when clients are leaving and returning to the program. • Contribution to program development takes place. • All policies, procedures and guidelines are followed. • Stakeholder report that relationships between us and them are positive and support client outcomes.
Client Support	<ul style="list-style-type: none"> • Ensure clients receive adequate supervision, support and direction. • Settle client disputes in line with procedure. • Complete the recording and monitoring of clients’ blood/alcohol levels as per procedure. • Observe clients taking medication in line with policy. • Undertake reasonable requests from service managers to perform other roles within Missiondale when requested. • Ensure clients are aware of their rights and responsibilities regarding service delivery. • Promote and encourage client feedback regarding the services delivered at Missiondale. 	<ul style="list-style-type: none"> • Clients feel supported whilst staying at Missiondale and receive appropriate support and direction. • Clients are fully aware of their rights and responsibilities and have a good understanding of the processes for resolving conflict and complaints. • Clients feel that their complaints are being addressed and receive adequate feedback. • Clients are tested for substance use when returning to property from leave or other reasons. • Clients’ medication is stored and monitored in line with policy. • Reasonable requests to undertake other work are followed • Clients report knowing their rights and responsibilities while in the service. • Client feedback is received through the compliments and complaints and other feedback systems.
WHS	<ul style="list-style-type: none"> • Operate with a Duty of Care for self, colleagues and clients. • Operate within the organisation’s WHS policy and guidelines. • Maintain professional boundaries in line with policy. 	<ul style="list-style-type: none"> • WHS policy and guidelines are followed. • Clients are aware and respond to professional boundaries.
Learning and Innovation	<ul style="list-style-type: none"> • Participate in ongoing personal and professional development strategies and individual plans to improve job performance and work relationships. • Participate in performance management reviews and staff appraisals. 	<ul style="list-style-type: none"> • Shows initiative in identifying training and professional development programs and bringing to the attention of Management. • Contribution and participation in the performance management reviews and appraisals are undertaken.



LAUNCESTON CITY MISSION VALUES

Faith	We have confidence that that ethical actions will bring good results.
Justice	We take personal responsibility to uphold what is pure, right and true.
Compassion	We invest whatever is necessary to heal the hurts of others.
Flexibility	We are attentive and responsive to the changing needs in our community
Enthusiasm	We express joy in our work as we give it our best effort.
I confirm I have read and understood this Position Description.	
Name of Worker:	Signature: Date: