

<p><b>Position</b></p>	<p>AOD Support Worker Missiondale</p>	
<p><b>Key Requirements (Qualifications, Skills, Knowledge and Experience)</b></p>	<p><b>Essential Qualifications/Experience:</b></p> <ul style="list-style-type: none"> <li>• Cert IV in Community Services (Alcohol and Drugs) or an associated qualification or a willingness to obtain.</li> <li>• Proven experience or understanding of alcohol and drug sector.</li> <li>• Workplace level 2 First Aid certificate.</li> <li>• Highly developed communication skills.</li> <li>• Demonstrated administrative skills including across the Microsoft Office suite.</li> <li>• Current Drivers Licence.</li> <li>• Working With Vulnerable People Card.</li> <li>• National police check.</li> <li>• Assist Clients with Medication certification.</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>• A good understanding of the causes of homelessness and addiction related issues:                             <ul style="list-style-type: none"> <li>○ Knowledge of drugs and their effects;</li> <li>○ Knowledge of symptoms of intoxication and withdrawal;</li> <li>○ Knowledge and experience in conducting alcohol and other drug assessments, brief interventions, and other health interventions (as appropriate);</li> <li>○ Knowledge of motivational interview techniques;</li> <li>○ Knowledge of relapse prevention strategies;</li> </ul> </li> <li>• Ability to maintain positive professional relationships with clients and staff.</li> <li>• Relevant experience in working with clients dealing with AOD issues.</li> <li>• Relevant experience leading group work with clients.</li> <li>• Demonstrated success in delivering support to clients with complex needs.</li> <li>• Success in maintaining positive key stakeholder relationships.</li> <li>• Demonstrated time management skills.</li> <li>• Demonstrated ability to work unsupervised.</li> <li>• Positive history of following organisational policy and procedures.</li> <li>• Demonstrated history of setting and applying good professional boundaries.</li> </ul>	
<p><b>Summary of Role (inc. Role Purpose)</b></p>	<p>Missiondale’s operating framework is the Therapeutic Communities model. The AOD Support Worker is required to provide support through different stages of AOD recovery within a residential environment.</p> <p>Primarily the AOD Support Worker will be responsible for provision of support for program logistics including general client supervision, transportation, medication management, group facilitation and general administrative tasks.</p> <p>An AOD Support Worker needs to develop working relationships with management, peers, other staff, the general public, stakeholders and other functional areas within the organisation.</p> <p>This role is a shift worker role including sleepover shifts onsite.</p>	
	<p><b>Key Responsibilities</b></p>	<p><b>Key Performance Indicators</b></p>

		(observable and measurable)
<b>Program Delivery</b>	<ul style="list-style-type: none"> <li>Therapeutic Community groups are facilitated, monitored and feedback recorded in line with program guidelines.</li> <li>Provide transport for clients to and from external appointments, including appropriate supervision during and checks on return to Missiondale.</li> <li>Follow procedures for admission, leave and exit of clients</li> <li>Contribute to the review and updating of Missiondale programs.</li> <li>Maintain positive ongoing relationships with a range of key stakeholders.</li> </ul>	<ul style="list-style-type: none"> <li>Groups are run according to guidelines and associated feedback is completed in a timely manner.</li> <li>Clients are taken to appointments.</li> <li>Missiondale vehicles are utilised efficiently.</li> <li>All processes are followed when clients are leaving and returning to the program.</li> <li>Contribution to program development takes place.</li> <li>Stakeholder report that relationships between us and them are positive and support client outcomes.</li> </ul>
<b>Client Support</b>	<ul style="list-style-type: none"> <li>Ensure clients receive adequate and culturally appropriate supervision, support and direction.</li> <li>Follow T.C. processes for conflict resolution.</li> <li>Medications are managed in line with policy.</li> <li>Undertake reasonable requests from managers to perform other duties within Missiondale when requested.</li> <li>Ensure clients are aware of their rights and responsibilities regarding service delivery.</li> <li>Promote and encourage client feedback regarding the services delivered at Missiondale.</li> </ul>	<ul style="list-style-type: none"> <li>Clients report feeling supported.</li> <li>Client dignity is maintained.</li> <li>Clients are fully aware of their rights and responsibilities and have a good understanding of the processes for resolving conflict and complaints.</li> <li>Clients feel that their complaints are being addressed and receive adequate feedback.</li> <li>Clients' medication is stored and supervised in line with policy.</li> <li>Reasonable requests to undertake other work are followed.</li> <li>Client feedback is received through the compliments and complaints and other feedback systems.</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> </ul>	<ul style="list-style-type: none"> <li>WHS policy and guidelines are followed.</li> <li>Clients are aware and respond to professional boundaries.</li> </ul>
<b>Administration</b>	<ul style="list-style-type: none"> <li>Assist with general reception and administration duties as required.</li> <li>Maintain accurate and timely client records in line with policy.</li> <li>All client interactions are recorded.</li> </ul>	<ul style="list-style-type: none"> <li>Phone calls and other administration duties are responded to in a timely manner.</li> <li>All documentation is complete and up to date.</li> </ul>
<b>Learning and Innovation</b>	<ul style="list-style-type: none"> <li>Participate in ongoing personal and professional development.</li> <li>Participate in performance management reviews.</li> </ul>	<ul style="list-style-type: none"> <li>Identifies and participates in professional development.</li> <li>Contribution and participation in the performance management reviews are undertaken.</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 work with passion and commitment to achieve our goals