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| <p>Position</p> | <p>[AOD Support Worker Missiondale</p> | |
| <p>Key Requirements (Qualifications, Skills, Knowledge and Experience)</p> | <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 • Highly developed communication skills. • Demonstrated administrative skills including across the Microsoft Office suite • Current Drivers Licence. • Working With Vulnerable People Card • National police check • Assist Clients with Medication certification <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. • Positive history of following organisational policy and procedures. • Demonstrated history of setting and applying good professional boundaries. | |
| <p>Summary of Role (inc. Role Purpose)</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>Key Responsibilities</p> | <p>Key Performance Indicators</p> |

| | | (observable and measurable) |
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| Program Delivery | <ul style="list-style-type: none"> Therapeutic Community groups are facilitated, monitored and feedback recorded in line with program guidelines. Provide transport for clients to and from external appointments, including appropriate supervision during and checks on return to Missiondale. Follow procedures for admission, leave and exit of clients Contribute to the review and updating of Missiondale programs. Maintain positive ongoing relationships with a range of key stakeholders. | <ul style="list-style-type: none"> 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. All processes are followed when clients are leaving and returning to the program. Contribution to program development takes place. 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 and culturally appropriate supervision, support and direction. Follow T.C. processes for conflict resolution Medications are managed in line with policy Undertake reasonable requests from managers to perform other duties 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 report feeling supported Client dignity is maintained 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' medication is stored and supervised in line with policy. Reasonable requests to undertake other work are followed 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. |
| Administration | <ul style="list-style-type: none"> Assist with general reception and administration duties as required Maintain accurate and timely client records in line with policy All client interactions are recorded | <ul style="list-style-type: none"> Phone calls and other administration duties are responded to in a timely manner. All documentation is complete and up to date. |
| Learning and Innovation | <ul style="list-style-type: none"> Participate in ongoing personal and professional development Participate in performance management reviews. | <ul style="list-style-type: none"> Identifies and participates in professional development. Contribution and participation in the performance management |

reviews are undertaken.

LAUNCESTON CITY MISSION VALUES

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| Faith | We have confidence 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 work with passion and commitment to achieve our goals |