

Position Description



Title	Alcohol and Other Drugs Worker, Street 2 Home
Business Unit	Street 2 Home, Supportive Housing Team
Location	105 Dana Street, Ballarat
Employment type	Part Time (0.80 FTE) Maximum Term until 30/06/2021
Reports to	Coordinator, Street 2 Home Program

1. About Uniting

Uniting Vic.Tas is the community services organisation of the Uniting Church. We've been supporting people and families for over 100 years. We work alongside people of all ages in local communities in Victoria and Tasmania. Our services reach to Albury-Wodonga in the north, Mallacoota in East Gippsland, the Wimmera region in the west, and across Tasmania.

We empower children, young people and families to learn and thrive. We're there for people experiencing homelessness, drug and alcohol addiction or mental illness. We support people with disability to live the life they choose. We assist older people to maintain their independence and enjoy life. We provide opportunities to access training and meaningful employment. We're proud to welcome and support asylum seekers to our community. We work to empower people with the information, skills and tools they need to live a healthy, happy life.

As an organisation, we celebrate our diversity and welcome all people regardless of ethnicity, faith, age, disability, culture, language, gender identity or sexual orientation. We acknowledge Aboriginal and Torres Strait Islanders as Australia's First Peoples and as the traditional owners and custodians of the land on which we work. We welcome lesbian, gay, bisexual, trans, gender diverse, intersex and queer (LGBTIQ+) people at our services. We pledge to provide inclusive and non-discriminatory services.

Our purpose: To inspire people, enliven communities and confront injustice

Our values: We are imaginative, respectful, compassionate and bold

2. Position purpose

As part of the Supportive Housing team, the focus of this role is to deliver AOD services to clients within the Grampians region experiencing or at risk of homelessness, in particular people who are rough sleeping. Substance use is recognised as a potential barrier to finding and maintaining stable housing; this role has been developed to provide intensive AOD support to assist people overcome this barrier. Support will be provided through outreach (including squats, camps, and conventional housing), as well as in-office.

Support work will involve overdose prevention, withdrawal support, counselling, case management, advocacy, and referral to other appropriate services such as detox and rehabilitation as appropriate. Clients are likely to be experiencing co-morbid or tri-morbid symptoms alongside homelessness and substance use issues, such as mental and physical health disorders, as well as physical and intellectual disabilities. The successful applicant will work alongside outreach workers and other specialised roles as part of the Street to Home (S2H) program. Referrals do not need to come via ACSO.

The role will require liaising with a wide range of AOD and mental health treatment services to develop effective partnerships and innovative responses to existing and emerging AOD needs. This role requires that service provision, data recording, and reporting are consistent and high quality, harm reduction, and peer-based services.

Approved by: (position [see delegations of authority policy])	Page 1 of 5	Division: People and Culture
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3. Scope

Budget:

nil

People:

nil

4. Relationships

Internal:

- Street 2 Home Team, IAP workers, Housing Ready worker, other relevant internal staff

External:

- Clients, and if applicable, families (Direct care provision and service feedback)
 - Catchment-based Intake/Assessment and other AOD treatment services
 - Catchment-based harm reduction services (Liaison - developing partnerships, client pathways and innovative practice)
 - DHHS (central, regional)
 - Ballarat Health Services
 - Bacchus Marsh Modular Unit Program – BMMU
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5. Key responsibility areas

Service delivery

- Undertake client assessments, provision of information, counselling, brief interventions, and care and recovery work for clients with complex needs.
- Maintain the required caseload and meet agency and funding body administrative and reporting requirements (record keeping, statistical data entry, timely reporting).
- Assist with the development of the team by networking, liaising with and establishing partnerships with AOD treatment, harm reduction and peer-based services to ensure responsive and innovative service provision
- Contribute to the monitoring, evaluation and reporting on the overall performance of the program.
- Contribute to the development of appropriate operational manuals, policies and procedures of the Street 2 Home Program.
- Contribute to the administration of the service delivery of the Street 2 Home program according to agency policies and procedures and funding body requirements.
- Take responsibility for program delivery quality and target achievement in accordance with established program policies and procedures, agency expectations, and funding guidelines.
- Take responsibility for addressing professional development needs (induction, training, supervision and support).
- Offer intensive case management to clients in an assertive outreach capacity both homes based and rough sleeping.
- Assist in the creation and maintenance of a stable living environment for those with complex needs.
- Develop individual treatment plans with each client to address issues that can be created and exacerbated through the combination of substance use, physical and mental health disorders, and homelessness.

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- Improve the quality of life for people with complex, concurrent conditions.
- Provide a flexible outreach service that will comprehensively address the needs of the target group.
- Assist clients in temporary accommodation transition to permanent housing in accordance with DHHS requirements, and provide appropriate support following transition.
- Develop networks and referral pathways with other service providers.
- Complete assessments and referral pathways into detox and rehab where appropriate.
- Deliver Naloxone training to rough sleepers and staff.
- Provide immediate intervention to rough sleepers experiencing overdose.

Administration and finance

- Ensure adequate program records are maintained according to legislative and DHHS funding requirements.
- Ensure the maintenance of up to date progress notes, case files and data entry and they are kept in a confidential manner.
- Ensure accurate and up to date records are kept regarding operational activity i.e.: timesheets, meeting minutes, supervision records etc.
- Assist in the preparation and writing of relevant reports.
- Contribute to the achievement of quality improvement, both in terms of individual and program performance by encouraging an environment where high quality work is achieved and supported by the adherence to/development of quality systems documentation.
- Adhere to and keep informed of all relevant legislative compliance requirements, and report any perceived breaches, risks, hazards, incidents and complaints to line Manager or other appropriate person.
- Undertake other duties as required by the Street 2 Home Coordinator.

Quality and risk

- Contribute to the achievement of quality improvement, both in terms of individual and program performance by encouraging an environment where high quality work is achieved and supported by the adherence to/development of quality systems documentation.
- Contribute to a legislative compliance culture throughout the program by ensuring familiarity and adherence to relevant laws, regulations, industry codes and policies/procedures that may impact on day-to-day activities. Reporting breaches and incidents to the Responsible Officer and/or other Officers as necessary.
- Promote collaborative teamwork within the Overdose Response team and across partner agencies.
- Actively participate in ongoing professional development via the annual performance reviews, individual and group supervision provided by Uniting and attend relevant training as required.
- Support the student placement program and supervise students as requested.

Personal accountability

- Compliance with Uniting's values, code of conduct, policies and procedures and relevant government legislation and standards where relevant.
- Cooperate with strategies to actively ensure the safety, protection and well-being of children who come into association with us.
- Ensure appropriate use of resources.
- Work collaboratively with Uniting (Victoria Tasmania) employees and external stakeholders in accordance with Uniting's values and professional standards of behaviour.
- Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace.
- Identify opportunities to integrate and work collaboratively across teams.

Approved by: Executive Officer	Page 3 of 5	Division: Resilient Communities
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- Take reasonable care for your own health and safety, and health and safety of others (to the extent required).
 - Promote a positive safety culture by contributing to health and safety consultation and communication.
 - Promptly respond to and report health and safety hazards, incidents and near misses to line management
 - Attend mandatory training sessions (i.e. equal employment opportunity, health and safety) and mandatory training specific to position.
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6. Performance indicators

- Promotes and models sharing of knowledge and information.
 - A thorough practical working knowledge of human rights-based approaches, the individual and community context, and sector and organisation purpose and values.
 - Is able to articulate and integrate sector and organisation approaches and values.
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7. Person specification

Qualifications

- Minimum Diploma level qualification such as Psychology, Counselling, Social Work, Allied Health or Alcohol and Other Drugs.

Experience

- Demonstrated case management experience with the ability to coordinate cases for marginalised individuals with complex issues.
- Experience working with clients with a dual diagnosis will be highly regarded

Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting's values.
 - Good understanding of homelessness and rough sleepers and key factors that attribute to homelessness.
 - Willingness to provide assertive outreach in a homeless (squats) setting.
 - Proven ability to engage clients with complex needs with skill, empathy and non-discriminatory service provision and coordinate case management.
 - Knowledge and understanding of issues of alcohol, drug use and mental health disorders and their impact.
 - Sound assessment skills and experience providing Individual Treatment Plans.
 - An understanding of, and commitment to, harm minimization policy and practice.
 - Knowledge of local resources and services with the ability to network and relate well to internal and external stakeholders.
 - Demonstrated ability to work collaboratively as part of a team of specialist workers, sharing knowledge, providing secondary consultation. May require some shared case management of clients
 - A high level of administrative and computer literacy and efficiency working with various software.
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8. We are a child safe organisation

Uniting is a child safe organisation and is committed in everyday practice to ensure the safety and wellbeing of all children, at all times. As a child safe organisation, employment with Uniting is subject to a satisfactory national (and international where relevant) police check and Working With Children Check (in Victoria) and/or Working With Vulnerable People Check (in Tasmania) prior to commencement of any paid or unpaid work and/or participation in any service or undertaking. This position description is subject to review and may change in accordance with Uniting's operational, service and consumer requirements.

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9. Acknowledgement

I have read, understood and accepted the above Position Description

	Employee	Manager
Name:		
Signature:		
Date:		