

Position title	Support Worker AOD
Reports to	Manager
Date	21/08/2023

About EACH

EACH provides an integrated range of health, disability, counselling and community mental health services across Australia. We offer a wide range of supports to assist members of our community to lead happier, healthier lives. Our staff are a collective workforce of over 1,500 paid employees and over 300 volunteers.

More information is available at: <http://www.each.com.au>

Our vision	A healthy community where everyone belongs.
Our purpose	Promoting health, building hope and creating opportunity.
Our values and behaviours	<p>We care</p> <p>We welcome you with empathy and hope. We believe making change is possible for everyone.</p> <p>We listen</p> <p>We take time to understand you, your experiences and your culture. We work with you and the people important to you, to build the right supports.</p> <p>We learn</p> <p>We evaluate our actions and always seek to improve.</p> <p>We deliver</p> <p>We have a 'can do' attitude and find ways to say 'yes'. We do what we say we're going to do.</p>

About the MARP team

MARP is a voluntary, community-based organization, which provides residential based treatment for men and women who have found drugs and alcohol a problem in their lives. MARP is a 22 bed drug and alcohol Residential Rehabilitation centre. MARP offers support services for people who are willing to undertake a journey of personal growth and seek lifestyle other than that of addiction.

MARP aims to provide a welcoming, hopeful, empathic, strength based, trauma informed, recovery oriented, culturally appropriate, and co-occurring capable service. The identification of a range of co-occurring mental health, social and primary health issues associated with substance use and the provision of integrated and collaborative care is a core business for the Support Worker/AOD.

Position summary

The MARP Support Worker role will work within a multi-disciplinary team to provide services that are welcoming, hopeful, empathic, strength based, family inclusive, trauma informed, recovery oriented, culturally appropriate, and co-occurring capable service.

Deliverables

- Provide high quality engagement, assessment, treatment, and support to individuals who access the AOD Residential Rehabilitation program.
- Support clients attending AA/NA meetings as required.
- Supporting clients during the evenings and early mornings; assisting with meal preparation, daily chores, shopping and dispensing of medication as required.
- Participate in clinical and organizational supervision.
- Contribute to the provision and review of AOD Residential Rehabilitation treatment plans.
- Work as part of a multi-disciplinary team, to contribute to the program and team development.
- Maintain up to date case notes including Penelope and Trakcare.
- Collaborate with internal and external stakeholders.
- Ability to drive an 11 seater mini bus.
- Capacity to work various shifts, including sleepovers (sleepover allowance provided).

The professional expertise we are looking for in this role.

Skills

- Good communication and conflict resolution skills.
- Good organisational and time management skills.
- Good administration skills to complete compliance requirements.
- Ability to demonstrate welcome, empathy and hope with all clients and stakeholders.

Experience and Knowledge

- Demonstrated experience working with AOD clients both voluntary and forensic.
- Demonstrated knowledge and understanding of Harm reduction principles and strategies, with understanding of relevance to clients with co-occurring conditions.
- Knowledge of the service system and the principles and models that underpin it, e.g., Minkoff & Cline, Harm Reduction, the recovery framework.
- Ability to manage complex presentations.
- Knowledge of, and ability to work with data systems and reporting requirements.

Mandatory Qualification/s, Competencies and/or Licences

- Minimum Qualification Certificate or Diploma AOD, Mental Health or equivalent, completed or completing competencies in dual diagnosis.
- Completion of a Criminal History Check and Employee Working with Children Check (or State equivalent) prior to commencement of employment and as required by legislation and policy during employment, as well as a duty to disclose relevant information that may arise after employment has commenced.
- Current state-based driver's license.

Expected behaviours for all EACH staff and volunteers.

- acts in accordance with EACH's code of conduct and ethics, policies and procedures and is demonstrably committed to EACH's vision, mission, values and service principles.
- promotes a 'safety first' culture and acts in accordance with EACH health and safety policy and management system.
- ensures EACH Great Care is put through its PACES (Person-Centred, Accessible, Connected, Effective and Safe).
- promotes and supports a zero-tolerance culture that recognises all people have the right to live their lives free from abuse, neglect, violence, discrimination and exploitation and acts upon EACH's commitment to recognise, raise and respond to any deviation from a person's human rights.
- fosters and promotes an inclusive and collaborative work environment where all employees, volunteers and customers feel welcomed, respected, valued and enabled and proud to fully participate, irrespective of their individual differences in background, experience and perspectives. demonstrates a customer focus by prioritising the needs and outcomes of internal and external customers.
- demonstrates teamwork and collaboration and positively contributes to group activities.
- contributes to innovation and continuous improvement and openly shares information and knowledge to enable optimal outcomes for customers.
- be curious, reflective and open to continuous learning and new ways of working.
- successfully completes all mandatory training in a timely manner, to support the delivery of high quality, safe and effective service delivery.