



POSITION DESCRIPTION	
Part 1 – Expectations	Employee
Attachments	Addendum A *Outlines the specifics of the allocated Directorate/Portfolio

About EACH

EACH provides an integrated range of health, disability, housing, 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 1,700 paid employees and over 250 volunteers.

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

Our vision	Everyone has the power to live well.
Our purpose	Health and support services that improve lives and strengthen communities.
Our values and behaviours	<p>We care.</p> <p>We welcome you with empathy and hope.</p> <p>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.</p> <p>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'.</p> <p>We do what we say we're going to do.</p>



Expectation of Employees

A key focus of this position is to work collaboratively with their team members, their Directorate and across other Directorates.

They are responsible for leading delivery and/or community through their own contribution.

It is expected that all employees consistently model EACH's values and behaviors and ensure EACH's culture is inclusive, safe, and engaging.

Employee Responsibilities

Employees are responsible for:

- Assessing for quality, safety and risk and taking actions that keep myself, customers, community and staff safe
- Partnering with my team, others at EACH, our customers and community to achieve great outcomes
- Creating a safe, respectful and culturally appropriate space to foster growth, learning, belonging, health and wellbeing
- Contribute to tracking progress and outcomes to ensure alignment with EACH's goals and to reliably deliver on performance targets
- Working within the program/role guidelines and professional boundaries of my role
- Demonstrating behaviours at all times that align to EACH's leadership standards and recognises that you are an ambassador of EACH.

Quality:

EACH staff are required to participate in continuous monitoring and improvement and comply with legislation, professional standards and accreditation standards and any other governing laws that apply from time to time.

EACH staff must have and maintain the appropriate skills and knowledge required to fulfil their role and responsibilities. In addition, they must practice within the specifications of this position description, and where applicable within the agreed scope of practice.

Safety & Wellbeing:

EACH is committed to providing and maintaining a working environment for all staff that is safe and minimises risk to health. All staff are to take care of their own health and safety and the health and safety of any other person who may be affected by their acts or omissions at the workplace.

As an Employee you understand your responsibilities and accountabilities to yourself and others in accordance with OH&S legislation across the various jurisdictions and EACH's policies.



EACH Child Safe Commitment Statement:

EACH is committed to promoting and protecting the best interests of children and supporting a child safe culture. EACH has zero tolerance for child abuse. Everyone working at EACH is responsible for the care and protection of children and reporting information about suspected child abuse.

All children who come to EACH have a right to feel and be safe. EACH is committed to the safety and well-being of all children whether they are direct service recipients or indirectly linked to our services such as children of customers. The welfare of children and young people is our first priority. We create a child safe and child friendly environment where all children are valued and heard, are safe and protected."

Key Selection Criteria

Skills and Behaviours

- Acts in accordance with EACH's Behavioural and Performance Standards.
- Highly developed communication and interpersonal skills to competently establish and maintain effective working relationships with clients, staff and visitors.
- Demonstrated ability to work collaboratively and enthusiastically within a team to help foster a positive and progressive work environment.

Desirable Experience, Knowledge, and Qualifications

- Tertiary qualifications in a relevant discipline.
- Demonstrated ability in working collaboratively as part of a Team
- Appreciation and understanding of the Not-For-Profit sector and Health services is well-regarded.

Mandatory Competencies and/or Licences

- Completion of an acceptable 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.
- A cleared National Worker Screening Check prior to commencement of employment (if required for the role – not applicable to all roles)

Expected behaviours for all EACH Staff

- Acts in accordance with EACH's Code of Conduct, policies and procedures and is demonstrably committed to EACH's vision, mission, values, and service principles.
- Responds to family violence risk in line with their role and responsibilities and in accordance with the Multi-Agency Risk Assessment and Management (MARAM) Framework and related Frameworks.



- Promotes a 'safety first' culture and acts in accordance with EACH Health, Safety and Wellbeing 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.



Part 2 - Addendum AOD Support Worker – Lived, Living Experience (LLE)

This document explains the work of the AOD Support Worker LLE, and the outputs they will need to deliver:

Position:	AOD Support Worker, LLE
Directorate / Service / Program:	Mental Health & Alcohol and Other Drugs
Industrial Instrument Name:	SACS Social & Community Services
Instrument Classification:	SACS Level 4, PP1
Reports to:	Team Leader AOD
Effective Date:	May 2024

Position Purpose

As an AOD Support Worker LLE, you'll provide support in the daily operations of EACH's AOD Rehabilitation Program, in line with EACH policy and procedures and in conjunction with the MH & AOD Service Stream. This will include delivering within a multi-disciplinary team high-quality services, interventions, and practice expertise to ensure best outcomes for residents.

You will achieve this through your demonstrated experience and expertise in working with residents, bringing your lived or living experience to the role and collaborating with your team in creating a best practice and supportive environment that leads to successful resident outcomes.

Key Deliverables

Resident deliverables:

- Providing one on one and group support to residents from a LLE scope of practice.
- Provide high quality engagement, assessment, treatment, and support to individuals who access the AOD Residential Rehabilitation program. This includes a key worker role for residents.
- Facilitating interim support as required for clients awaiting the commencement of their program.
- Contribute to the provision and review of AOD Residential Rehabilitation treatment plans as part of the team, documenting in the resident's health record.
- Supporting residents with developing and/or reconnecting and implementing the tools and skills for a successful transition back to the community, including but not limited to



assisting with meal planning and preparation, daily chores, and active engagement in the program.

- Provide a number of evidence-based interventions such as psycho education, motivational interviewing, mindfulness, basic CBT etc.
- Dynamically manage risk, inclusive of but not limited to AOD, physical health, mental health and family violence related red flags, involve leadership and following EACH policy and procedures.
- Provide family inclusive practice interventions when indicated, ensuring the client voice is at the forefront of communication and interventions.
- Participate in the orientation and ongoing support of residents.
- Provide practical and emotional support to residents throughout their time, including during admissions and transitions, in conjunction with the multidisciplinary team.
- Demonstrate ability to understand and apply inclusive and intersectional practice when working with people from diverse communities, such as cultures, genders, sexualities, bodies, abilities, spiritualities, ages and backgrounds.

Administrative Deliverables:

- Adhere to guiding principles, policies, and scope of practice described by internal policies and overarching regulatory bodies.
- Bringing a lived experience perspective of substance use to the design, implementation and evaluation strategies of the program
- Aid in the administration of medication on completion of medication competencies.
- Collect random urine drug screens and/or saliva tests and conduct breath tests on completion of competencies as per program guidelines.
- Work alongside team and other external service providers to create opportunity for wrap around/continuity of care and services.
- Participate in clinical and organizational supervision.
- Work as part of a multi-disciplinary team, to contribute to the program and team development.
- Maintain file records, data collection processes and reporting as required. This includes, but is not limited to case notes, incident reporting, care planning documentation, and handover documentation.
- 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 and 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 directed by EACH Leadership
- Collaborate with internal and external stakeholders.

Qualifications and skills

- Relevant Diploma or above in a health-related discipline (e.g., social work, AOD/community or Youth work, mental health, psychology or similar)
- Certificate IV in AOD or completion of the required competencies.
- Training in Peer work is highly desirable or willingness to complete within 12 months of employment
- At least 2 years experience utilising LLE in your role in an AOD position
- Well-developed skills, including assessment, crisis intervention, problem-solving, conflict resolution, decision-making, goal setting, case planning, development, monitoring, and evaluation.



- Sound knowledge and experience in provision of evidence-based interventions with people who use alcohol and other drugs such as harm reduction principles, motivational interviewing etc.
- Experience working with people experiencing complexity, including but not limited to housing instability, un/underemployment, family violence, disability, mental ill health.
- Experience working in an AOD residential rehabilitation facility would be highly regarded
- Proven ability to work with a range of people and organisations (including specific groups such as Aboriginal, CALD and forensic clients) in a respectful and non-judgmental manner.
- A current First Aid Certificate.
- A cleared National Worker Screening Check prior to commencement of employment

Physical Requirements:

- Able to sit at a computer for 6 – 8 hours per day.
- Confidence and able to respond to natural disaster management including bushfires.
- Walk upstairs and on uneven ground, e.g. outdoor bush walking.
- Ability to travel between EACH locations.
- Lift 3 kgs.
- Ability to drive an 11-seater mini bus
- Capacity to work various shifts, including sleepovers (sleepover allowance provided)