

Support Worker, Toora Alcohol and Other Drug Service

Part time

\$36.62 - \$39.40 per hour

ABOUT TOORA:

Toora Women is a dynamic and compassionate organisation dedicated to providing gender-specific homelessness services to feminine-identifying people in the ACT. Our purpose is to create a safe and supportive environment for women, providing essential services and fostering community connections. At our heart we are a crisis and transitional homelessness provider, but we work across the intersections of domestic violence, corrections, mental health and substance dependency.

PRACTICE FRAMEWORK:

Our current homelessness and drug and alcohol programs range across variety of settings such as crisis and transitional accommodation, day centre and outreach support, allowing Toora to provide a wrap-around trauma informed care model, in an integrated service system. We deliver these complex services within human rights and gendered framework.

All services are based on a theoretical model of recovery, respect and empowerment. This includes encouraging self-help and minimising the effects of institutionalisation and the harm associated with dependencies.

ABOUT THIS POSITION:

- Take responsibility for the day to day practical aspects of service delivery; assist and support the team members in their day to day activities and ensure quality outcomes in direct service delivery to women accessing the Toora AOD programs. The Support Worker will assist service users with their basic needs in the Day Program and supported accommodation settings.
- The Support Worker will ensure that the day to day provision of her support will be delivered within the scope of the service agreement, agreed frameworks and in accordance with the policies and philosophies of the organisation.

KEY CAPABILITIES:

- Experience working with women with complex AOD and co-morbidity, knowledge of various AOD and mental health treatment options
- Capacity to work with challenging behaviours and crisis situations.
- Short term intervention skills.
- Record keeping and data entry skills.
- Relate sensitively with women of diverse cultural, social, economic backgrounds in providing assistance/support to service users in an effective and efficient manner.
- Well-developed communication and teamwork skills.
- Computer skills in Microsoft Office
- Diploma in AOD Community Work and 1 year experience in community sector
- Current driver's license.

JOB SPECIFICATION:

1. Reporting/Working Relationship

- The Support Worker is ultimately responsible to the Executive Director of Toora Women Inc. On a day to day basis the Support Worker is responsible to the Service Manager.

2. Conditions of employment

- The duties of this position may be adapted to changing organisational requirements as determined by the service planning processes. Any change to the job description will not occur without consultation.

- Out of hours work may be required.
- Must possess a current driver's licence and be willing to drive.
- Must possess a Working with Vulnerable People registration
- Required to work from any location, within integrated Toora Inc. service system.
- Work collaboratively within Toora Women Inc. service system.
- Must adhere to the policies and procedures of the organisation.

3. Statement of Key Activities:

- Undertake basic assessment of safety and risk.
- Follow up on some aspects of case management plans with women as directed by senior staff
- Provide support to address areas of women's needs as directed by senior staff (eg. drive to appointments, assist with medication).
- Provide information to women.
- Assist workers with groups and projects as required.
- Facilitate access for clients to other community or mainstream services as required.
- Attend staff and support plan meetings and other designated meetings as required.
- Engage in other activities related to service delivery, as required.

4. Team work, Networking and Liaison

- Operate within collaborative team approach.
- Participate in meetings (including Advisory) as required.
- Communicate respectfully and in effective and timely manner.
- Contribute in maintaining an effective day to day work environment by taking part in achieving team identified goals and outcomes.
- Participate in projects, which support and are responsive to the needs of clients, as required.
- Maintain effective, positive and respectful relationships with all relevant stakeholders.

5. Professional Practice, Professional development and performance management

- Engage in professional development and set and fulfil development goals.
- Actively participate in regular supervision with the supervisor and accept direction.
- Actively participate in performance management/appraisal activities as determined by the organisation.

6. Work Health Safety / Quality Systems

- Engage in professional development and set and fulfil development goals.
- Actively participate in regular supervision with the Service Manager and accept direction.
- Actively participate in performance management/appraisal activities as determined by the organisation.

7. General Accountabilities

- Undertake other duties, as directed

CONTACT FOR MORE INFORMATION

For additional information please contact Alex Durrant - AOD manager via email at alex.durrant@toora.org.au

HOW TO APPLY

Please send a copy of your resume and cover letter outlining your suitability for the role to Toora People and Culture via email at peopleandculture@toora.org.au by April 26th 2024

Women only applicants please as per section s 34(1) of the Discrimination Act 1991. Aboriginal, Torres Strait Islander, and CARM women are encouraged to apply.