

Job Description & Selection Criteria

Position:	Support Worker
Service:	Toora Alcohol and Other Drug (AOD) Service
Classification:	MEA Level 4
Appointment Type:	Full-time Monday to Friday, 76 hours per fortnight

PRACTICE FRAMEWORK:

Toora Women Inc. supports women with complex issues who have experienced past or present trauma, such as:

- domestic, family and sexual violence
- mental health issues
- drug or alcohol dependency
- homelessness or needing support to stay out of the homelessness system
- time in ACT Corrections.

Our current domestic violence, homelessness and AOD health treatment programs range across a variety of settings, such as, crisis, transitional and head tenancy accommodation, day programs, counselling, and outreach support. This allows Toora to provide wrap-around trauma-informed care within an integrated service system. We deliver these complex services within a human rights and gendered framework.

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

SUMMARY OF BROAD PURPOSE OF THE POSITION

The Support Worker will take responsibility for the day-to-day practical aspects of service delivery including assisting and supporting the AOD 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.

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.

DELIVERABLES:

Service Delivery

- 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.

In addition – Support Worker Level 5

- Undertake case management following policies, guidelines, and statutory requirements relevant to the organisation
- Co-facilitate the Day Program and develop, plan the implementation of education and/or developmental programs for clients, as required.

Administration

- Have some knowledge of funding outputs and the service agreement.
- Have some knowledge of sector policies and standards.
- Participate and provide input into Toora policies and procedures.
- Engage in daily responsibilities associated with maintaining the physical premises of the service including service accessibility and security, provision of goods/products such as food, cleaning products etc for the accommodation settings.
- Attend to other practical tasks that support smooth functioning of the service such as admin or office maintenance.
- Do timely and accurate data entries that meet all legal and professional requirements.
- Understand all areas of computer operations to meet the needs of the job.
- Provide administration support of a complex nature to the Director and Team Leader.

In addition – Support Worker Level 5

- Provide reports on progress of program activities including recommendations
- Undertake a minor phase of a broader or more complex professional assignment.

Teamwork, Networking & Liaison

- Operate within collaborative team approach.
- Participate in meetings (including Advisory) as required.
- Communicate respectfully and in effective and timely manner.
- Contribute to 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.

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.

In addition – Support Worker Level 5

- Mentor new staff members and volunteers, as required.
- Attend clinical supervision, as required.

Work Health Safety / Quality Systems

- Adhere to Toora Women Inc. WHS policies and procedures including self-care policy.
- Take reasonable care to protect their own health and safety at work and meet all obligations under the WHS Act 2011.
- Work in accordance with relevant sector standards and participate in Toora Quality Improvement Systems, including auditing, surveys and needs analysis.
- Engage in professional development and set and fulfil development goals.
- Actively participate in performance management/appraisal activities as determined by the organisation.

General Accountabilities

- Undertake other duties, as directed.

SELECTION CRITERIA / PERSON SPECIFICATION

Essential Qualification

- Diploma in AOD Community Work and 1 year experience in community sector
- Current driver's license.

Essential Experience

- 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 aiding or providing support to service users in an effective and efficient manner.
- Well-developed communication and teamwork skills.
- Computer skills in Microsoft Office

Desirable Experience

- Short-term intervention skills, advocacy within a feminist framework.
- Comprehensive assessment and engagement skills, knowledge and experience of case management and trauma-informed practice.
- Record keeping and data entry skills using SHIP database.
- Relate sensitively with women of diverse cultural, social, economic backgrounds in aiding providing support to clients in an effective and efficient manner.

Personal Qualities & Behavioural Traits

- Communicate with influence in a positive, proactive, constructive, responsible, and respectful manor to inspire and empower others.
- Communicate showing an awareness the impact of communication style on the receiver, adapting personal style to audience.
- Be committed to our mission: Safety, Respect and Choice for Women.
- Be flexible and responsive to the changing environments.
- Be committed to providing quality programs and excellent services and support that represent leadership and innovation.

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.
- Understand and adhere to all Toora policies and procedures.