

## POSITION DESCRIPTION

<b>POSITION TITLE</b>	Support Worker
<b>LOCATION</b>	Karralika Therapeutic Community (Adult and Family Programs)
<b>AGREEMENT/AWARD</b>	Karralika Programs Single Enterprise Agreement 2010-2013
<b>CLASSIFICATION</b>	Support Worker
<b>CONTRACTED HOURS</b>	Casual
<b>RESPONSIBLE TO</b>	Case Manager/Coordinator and Program Manager (refer to workflow)

### Organisational context

Karralika Programs Inc. has been operating quality alcohol and other drug treatment programs since the establishment of the Karralika Therapeutic Community Program in 1978.

Our organisation has a justifiable reputation for the delivery of high quality, client-centred and responsive alcohol and other drug treatment support services through a mix of residential programs, educational programs and community based services.

Our vision is to support adults and families to address their alcohol and drug dependence and lead productive lives, contributing to their communities.

Our approach to recovery is multidimensional, supporting clients to learn about themselves behaviourally, cognitively and emotionally to achieve and sustain positive living. Recovery is an active process of discovery where clients develop a sense of: hope, meaning and purpose for life; community and belonging; and positive identity and pride.

Our goals are to: provide quality alcohol and drug treatment programs to adults and families and to support their reintegration into the community after treatment using a strengths-based approach to treatment; promote health and wellbeing of individuals and families; be a leader in the provision of support services and partner with other services; and, be an employer of choice in the alcohol and other drug sector.

We value: Leadership; Professionalism; Collaboration; Trust and Integrity; Quality and Innovation; Respect for all; Sustainability and Accountability.



### Role description

This is a full time position and includes working as part of a multidisciplinary staff team at the Karralika Therapeutic Community and involves direct contact with persons recovering from problematic alcohol and other drug use. The position will include evening and weekend shifts on a fortnightly roster.

The position is to provide support to clients and staff within the Therapeutic Community resulting in high quality and clinically effective treatment for clients.

Functional responsibilities	
Strategic Leadership and Management	<ul style="list-style-type: none"> <li>• Understand and promote the vision and mission of Karralika Programs Inc. and represent the organisation effectively through various forums and activities;</li> <li>• Contribute to the strategic directions and broader organisational policies and objectives of Karralika Programs Inc via consultative forums, sharing information and ideas to enhance the strategic direction of the organisation and to foster evidence-based clinical best practice; and</li> <li>• Support the continued sustainability of the organisation through encouraging evidence-based innovation, quality service delivery, operational effectiveness and accountability.</li> </ul>
Service Delivery and Program Management	<ul style="list-style-type: none"> <li>• Understand, respond and resolve straight-forward client enquiries, provide information and options, and/or refer clients to other personnel/service;</li> <li>• Maintain and use information databases including data entry and data retrieval tasks to support program objectives;</li> <li>• Provide front of house support, meet and greet clients/stakeholders and direct clients/stakeholders to the most appropriate service channel;</li> <li>• Assist with data gathering activities to obtain feedback;</li> <li>• Record and pass on feedback to relevant channels;</li> <li>• Carry out general office and driving duties;</li> <li>• Provide a standard range of core services in the delivery of programs under the direction of others including: <ul style="list-style-type: none"> <li>○ transporting clients to activities and appointments</li> <li>○ supporting shopping for clients' needs</li> <li>○ supporting partner organisation's deliver of programs to our clients;</li> </ul> </li> <li>• Maintain and facilitate the operation of any activities/events as directed;</li> <li>• Participate and assist in therapeutic/educational group activities as required; and</li> <li>• Liaise and communicate productively with a wide variety of people from all levels of services delivery across the allied health sector.</li> </ul>
Technical/Clinical Practice & Governance	<ul style="list-style-type: none"> <li>• Contribute to the implementation of systems improvement initiatives; and</li> <li>• Undertake activities to develop knowledge and expertise in relation to professional and clinical skills.</li> </ul>
Human Resource Management	<ul style="list-style-type: none"> <li>• Follow/comply with all organisational and program policy and procedures;</li> </ul>

	<ul style="list-style-type: none"> <li>• Participate in professional supervision;</li> <li>• Complete HR forms/reports;</li> <li>• Undertake activities to develop knowledge and expertise in relation to professional skills; and</li> <li>• Participate in staff meetings, house meetings, handover, staff training.</li> </ul>	
Corporate Governance and Compliance	<ul style="list-style-type: none"> <li>• Understand and support contemporary best practice approaches including national and international trends in the Therapeutic Community theory model and method;</li> <li>• Comply with and monitor adherence with Karralika Programs Inc. policies including but not limited to Work Health and Safety Policy and Privacy and Confidentiality Policy, Incident Policy;</li> <li>• Undertake assigned audit tasks under supervision;</li> <li>• Under direction, coordinate information for quality audits;</li> <li>• Provide assistance to auditors/investigators when required; and</li> <li>• Participate in activities supporting continuous quality improvement.</li> </ul>	
Qualifications, certifications and/or security clearance	<u>Essential</u> <ul style="list-style-type: none"> <li>• Certificate qualification in Community Services fields (alcohol and other drugs, mental health)</li> <li>• Working With Vulnerable People Clearance</li> <li>• Driver's Licence</li> </ul>	<u>Desirable</u> Certificate IV in Alcohol and Other Drugs (or willingness to complete)
Core technical skills and knowledge required for role	<u>Skills</u> <ul style="list-style-type: none"> <li>• Experience in working with adults and families with alcohol and drug dependence</li> <li>• Experience in working within residential-based community programs</li> <li>• Case work</li> <li>• Empathy and professional boundaries</li> <li>• Consumer engagement</li> </ul>	<u>Knowledge</u> <ul style="list-style-type: none"> <li>• Working with vulnerable peoples in residential programs</li> <li>• Knowledge of TC Principles and Practices</li> <li>• Knowledge of Karralika Programs Clinical Policies and Procedures</li> </ul>
Core non-technical skills and knowledge required for role	<u>Skills</u> <ul style="list-style-type: none"> <li>• Teamwork</li> <li>• Work independently</li> <li>• Negotiation and Conflict Resolution</li> <li>• Written and oral communication skills</li> <li>• Problem Solving</li> <li>• Assertiveness</li> <li>• Computer and database</li> </ul>	<u>Knowledge</u> <ul style="list-style-type: none"> <li>• Knowledge of Karralika Programs Governance Framework including Policies and Procedures</li> </ul>

### Personal Work Plan

Each staff member will have in place, in addition to the above responsibilities, a 12 month Personal Work Plan including job specific requirements, key objectives, performance indicators, targets and outcomes. The Work Plan will include a statement of team values and expected behaviours, and will document individual training, learning and development priorities. Annual performance appraisals will be undertaken in June/July each year and a new plan put in place.