

Position Description

POSITION TITLE	SUPPORT WORKER, RESIDENTIAL THERAPEUTIC COMMUNITY
LOCATION	Canberra, ACT
AGREEMENT/AWARD	Karralika Programs Single Enterprise Agreement 2010-2013
CLASSIFICATION	Pay point 1.1 to 2.3
CONTRACTED HOURS & TERM	Full-time, 76 hours per fortnight, Part-Time and Casual Roles available
RESPONSIBLE TO	Coordinator and Residential Programs Manager
RESPONSIBLE FOR	No line management responsibilities

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.

Karralika 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 approach to recovery is multidimensional, supporting our 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. We see the potential in every individual – employees, clients and stakeholders and seek to consult and engage individuals in all aspects of our operations. We actively empower and enable individuals to advise, co-design and refine services, programs, and operations so their fullest potential might be realised.

Vision

Our vision is to empower change and create new futures for optimal quality of life.

Mission

Our Mission is to provide specialist end-to-end drug and alcohol services to support the needs of individuals, families and communities.





POSITION PURPOSE

Support Workers work as part of a multidisciplinary team, to support individuals and families experiencing alcohol and other drug (AOD) dependence.

This position will provide support to people with significant AOD issues who are participating in residential treatment within the Karralika Therapeutic Community.

The position will include evening and weekend shifts on a fortnightly roster, and the position is offered as either full-time, part-time, or on a casual basis.

FUNCTIONAL RESPONSIBILITIES

KEY AREA	RESPONSIBILITY
Strategic Leadership and Management	<ul style="list-style-type: none">• Understand and promote the vision and mission of Karralika Programs Inc. and represent the organisation effectively through various forums and activities• 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 good governance and corporate systems• Support the continued sustainability of the organisation through encouraging evidence-based innovation, quality service delivery, operational effectiveness, and accountability.
Service Delivery and Program Management	<ul style="list-style-type: none">• Understand, respond and resolve straight forward client enquiries, provide information and options, and/or refer clients to other personnel/service• Maintain and use information databases including data entry and data retrieval tasks to support program objectives• Provide front of house support, meet and greet clients/stakeholder and direct clients/stakeholders to the most appropriate service channel• Assist with data gathering activities to obtain feedback• Record and pass on feedback to relevant channels• Carry out general office and driving duties• Provide a standard range of core services in the delivery of programs under the direction of others including:<ul style="list-style-type: none">○ transporting clients to activities and appointments,○ supporting shopping for clients' needs○ supporting partner organisation's delivery of programs to our clients• Maintain and facilitate the operation of activities/events as requested• Participate and assist in therapeutic education group activities as required• Liaise and communicate productively with a wide variety of people from all levels of service delivery across the allied health sector.



Technical / Clinical Practice	Contribute to the implementation of systems improvement initiatives and undertake activities to develop knowledge and expertise in relation to professional and clinical skills.
Human Resource Management	<ul style="list-style-type: none"> • Comply with organisational policy and procedures • Participate in professional supervision including peer and supervisor review of professional practice, where required • Assist in and support staffing processes • Complete HR forms and reports as required • Participate in staff meetings, house meetings, handover, and staff training activities.
Corporate Governance / Compliance	<ul style="list-style-type: none"> • Understand and promote contemporary best practice approaches including national and international trends in the Therapeutic Community theory model and method • Comply with, and monitor adherence with Work Health and Safety, Privacy and Confidentiality, and Incident Management policies and procedures • Under direction, undertake assigned audit tasks as requested • Under direction, coordinate information for quality audits as requested • Assist auditors and or investigators as requested • Participate in activities supporting continuous quality improvement.
SELECTION CRITERIA	
Qualifications	<ul style="list-style-type: none"> • Certificate qualification in Community Services (alcohol and other drugs, mental health). <i>Desirable: Certificate IV in alcohol and other drugs (or willingness to complete)</i> • Current unrestricted Driver's License • Current National Police Check • Current Working with Vulnerable People Check (WWVP)
Experience	Experience working in the AOD or another relevant sector, together with experience working within a residential based community program.
Technical Skills	<ul style="list-style-type: none"> • Case work including case notes and treatment plans • Empathy and professional boundaries • Consumer engagement
Technical Knowledge	<ul style="list-style-type: none"> • Therapeutic Communities Principles and Practices • Knowledge and understanding of Clinical policies and procedures relevant to a Therapeutic Community
Non-Technical Skills	<ul style="list-style-type: none"> • Teamwork • Working independently • Negotiation and Conflict Resolution • Assertiveness • Written and Oral Communication skills • Problem Solving • Critical Thinking • Computer and database
Non-Technical Knowledge	Karralika Programs Governance Framework, policies and procedures including but not limited to Work Health and Safety, Privacy and Confidentiality.
Personal Attributes	<ul style="list-style-type: none"> • Integrity – fulfilling duties and responsibilities, acting ethically and with integrity in all dealings and interactions



	<ul style="list-style-type: none">• Collaborative, curious and courageous – must be able to function as an effective team member and have the curiosity to ask questions and the courage to persist in robust discussion with management where necessary• Emotional intelligence – as well as self-awareness and self-management, the ability to demonstrate empathy manifested through strong interpersonal skills. Must be able to work well in a group, listen well, be tactful and diplomatic yet able to communicate a cogent and candid viewpoint• Respectful – relationships are non-judgmental, respectful, and positive. Strong value placed in diversity – cultural, religious, gender, disability and in life experience, in those we support and work alongside.
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INDIVIDUAL WORK

Each staff member will have in place, in addition to the above responsibilities, an Individual 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. Biannual performance appraisals will be undertaken in each year.