

Position Description

POSITION TITLE	Lived Experience Mentor with the Day Program
LOCATION	Wagga Wagga, NSW
AGREEMENT/AWARD	Karralika Programs Single Enterprise Agreement 2010-2013
CLASSIFICATION	Alcohol and Other Drugs Worker
CONTRACTED HOURS	Part-time/full-time
RESPONSIBLE TO	Program 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.

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 “People living better lives”.

Our mission is to “deliver excellent services, valued by our clients” across the spectrum of drug and alcohol treatment, supporting the needs of individuals, families and communities.

Our approach to recovery and healing 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 are committed to providing an inclusive, safe and engaging workplace for our staff, students, volunteers and people accessing our services. We respect people’s identity, and actively promote connection to community, history and sense of self

We actively empower and enable individuals to advise, co-design and refine services, programs and operations so their fullest potential might be realised. 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 value trust and integrity, respect and dignity, quality and accountability, agility and responsiveness, leadership and courage, collaboration and support.



POSITION PURPOSE

The lived experience mentor role works within a multidisciplinary staff team and provides support to the Day Program participants and the facilitators. The Day Program is an evidence-based, intense, structured group program for people who have substance use issues.

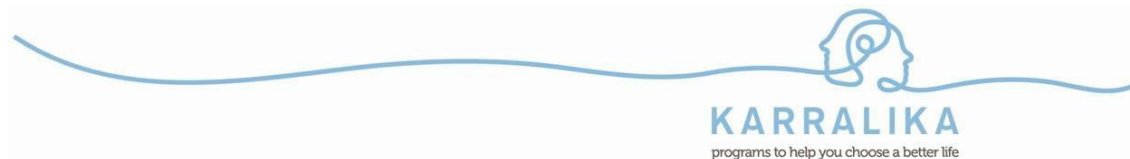
This lived experience mentor role is dedicated to the Day Program and works within the larger Community Services multidisciplinary team. It is expected that this role works to Karralika Programs organisational values, Policies and Code of Conduct and Ethics.

The lived experience role is a member of staff and is included in the Karralika Programs Enterprise Agreement. It is expected that the lived experience mentor has at least 12 months of recovery in the community from substance use. The lived experience mentor will be respected and seen as a peer leader in recovery for others in the group who are learning about their recovery.

This role works closely with the Day Program counsellor and other team members, supporting the smooth running of the Day Program. The lived experience mentor will facilitate and co-facilitate groups, as well as provide individual sessions and supports to the participants and/or their family members. The lived experience mentor will actively participate in the community, developing networks and referral pathways into and from the Day Program. With the team, they will also actively support Day Program participants to engage with other community providers and supports to help meet their holistic needs.

FUNCTIONAL RESPONSIBILITIES	
KEY AREA	RESPONSIBILITY
Strategic Leadership and Management	<ul style="list-style-type: none"> • Understands and promotes the vision and mission of Karralika Programs Inc. and represent the organisation effectively through various forums and activities; • Contributes 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 • Supports the continued sustainability of the organisation through encouraging evidence-based innovation, quality service delivery, operational effectiveness and accountability.
Service Delivery	<ul style="list-style-type: none"> • Effectively works within a multidisciplinary team and with other programs areas at Karralika Programs; • Promotes and demonstrates organisational culture and values with colleagues, clients and community members in contact with Karralika Programs; • Demonstrates insight into own lived experiences and promote recovery with others from problematic substance use; • Role models positive health and wellbeing behaviours and practices; • Demonstrates a commitment to reconciliation and inclusion of people with a variety of backgrounds, cultures, identity and beliefs; • Supports the Day Program and works effectively with the counsellors and the other team members in the Day Program; • Can facilitate groups, as per Day Program, and support other group facilitators; • Demonstrates good verbal and written communication skills;

	<ul style="list-style-type: none"> • Is aware of, and demonstrates healthy boundaries with group participants, their family members and other staff members; • Identifies and reports potential or actual conflicts of interest and/or personal connections with service users/seekers; • Provides support to group participants for psychosocial issues; • Assists group participants to access self-help/mutual aid groups and build non-substance use social connections (within work role); • Liaises and communicates effectively with a wide variety of people from all levels of services delivery across the health sector; and • Promotes a client and service-focused culture that is non-judgemental, safe and inclusive of people from all backgrounds, lived, and living experience.
<p>Technical/Clinical Practice</p>	<ul style="list-style-type: none"> • Successfully engages the Day Program participants and their significant others; • Facilitates and co-facilitates the Day Program groups; • Responds to initial enquiries, conduct comprehensive assessments of potential group participants and provide group information; • Contributes to and supports client/family safety plans; • Has strong teamwork and values working as a team; • Supports participants’ family members, including the family program groups and information sessions; • Competently use the electronic file management system and complete administrative tasks as required; • Maintains client records to meet privacy, confidentiality and security standards, client file audits and transfer of files; • Contributes to the discussions regarding service development, implementation and evaluation of service model; • Identifies and supports program participants psychosocial needs, including but not limited to cultural, sexuality, gender, literacy, housing; • Works in other programs areas across Karralika Programs as requested, within the work role; and • Represents Karralika Programs in a range of forums and continue to build positive reputation for Karralika Programs.
<p>Human Resource Management</p>	<ul style="list-style-type: none"> • Follows/complies with policy and procedures; • Participate in clinical/professional practice supervision including peer, practice support; • Undertakes activities to develop knowledge and expertise in relation to professional skills; • Identifies and reports any potential or actual conflicts of interest and/or personal connections to service users/seekers; • Practice and monitor self-care and use organisational supports when require; • Assists in and support staffing processes; • Completes HR forms/reports; • Supports staff orientation, volunteers and student placements when required; • Participates in staff meetings, handover, staff training; and • Contributes to the delivery of training programs including staff orientation.



Corporate Governance and Compliance	<ul style="list-style-type: none"> Comply with and monitor adherence with Karralika Programs Policies, procedures, Code of Conduct and Ethics, Work Health and Safety Policy and practices, and Privacy and Confidentiality Policy and practices; 	
QUALIFICATIONS, SKILLS AND EXPERIENCE		
Qualifications	<u>Essential</u> <ul style="list-style-type: none"> Current Working With Children check. Driver's Licence. Certificate IV Alcohol and Other Drugs, or working towards. 	<u>Desirable</u> <ul style="list-style-type: none"> Previous experience in a peer/lived experience role.
Technical Skills	<ul style="list-style-type: none"> Good verbal and written communication skills. Group facilitation. Demonstrates positive recovery model. Health promotion and whole of person care. Case notes and record keeping. Empathy, compassion and non-judgmental approach. High level of professionalism and professional boundaries. 	
Technical Knowledge	<ul style="list-style-type: none"> How to establish and maintain good boundaries with program participants and staff; Knowledge of Recovery Principles and Practices; Mental health and substance use co-occurrence. 	
Non-Technical Skills/Knowledge	<p>Skills:</p> <ul style="list-style-type: none"> Teamwork Working independently Report Writing and record keeping Written and Oral Communication Problem Solving Critical Thinking Computer and Database / record keeping <p>Knowledge:</p> <p>Work Health and Safety legislative and policy obligations.</p>	
INDIVIDUAL WORKPLAN		
<p>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. Individual Work Plans are reviewed annually.</p>		