

POSITION DESCRIPTION

Organisational context	
POSITION TITLE	Aboriginal and/or Torres Strait Islander cultural support and liaison worker.
LOCATION	Various locations in the ACT.
AGREEMENT/AWARD	Karralika Programs Single Enterprise Agreement 2010-2013
CLASSIFICATION	Case Manager
CONTRACTED HOURS	Part-time
RESPONSIBLE TO	Community Services Manager/Clinical Services Director
POSITION DETAILS	These are targeted / identified positions available to Aboriginal and/or Torres Strait Islander people only.

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-centered 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.

In the ACT, Karralika Programs acknowledges the Ngunnawal people as traditional custodians of the land and recognises any other people or families with connection to the lands of the ACT and region. We pay our respect to Elders past, present and emerging and acknowledge and respect the continuing contribution they make to the life of this city and this region. We acknowledge this land was never ceded.



The roles

Karralika has a strong and demonstrated commitment to reconciliation and healing. We have embedded cultural connection and support within our approach to alcohol and other drug treatment. These roles are vital in working with and supporting our First Nations clients, and their loved ones, who are experiencing or recovering from the harms associated with alcohol, tobacco and other drug use. Both part-time positions work within multidisciplinary teams in the ACT being: the community services team, the residential services team and the Solaris Program located in the Alexander Maconochie Centre.

In supporting the Aboriginal and/or Torres Strait Islander men and women, and their children, participating in our programs, these roles are essential in assisting clients to deepen their connection with culture, community and history to promote healing. In addition to direct work with clients, staff will liaise with Aboriginal Community Controlled Health Organisations (ACCHOs)/groups, Elders and community leaders, to connect and establish strong relationships and supports for our clients.

Some activities will be inclusive of non-Aboriginal and/or Torres Strait Islander people participating in and working within our programs.

Functional responsibilities	
Strategic Leadership and Management	<ul style="list-style-type: none"> • Understand and promote the vision and mission of Karralika Programs and represent the organisation effectively through various forums and activities; • Contribute to the strategic directions and broader organisational policies and objectives of Karralika Programs via consultative forums, sharing information and ideas to enhance the strategic direction of the organisation and to foster evidence-based practice; • Support the continued sustainability of the organisation through encouraging evidence-based innovation, quality service delivery, operational effectiveness and accountability; • Contribute to the planning and implementation of wider organisational policies and objectives; • Work to the values of Karralika Programs; and • Support the organisation to establish and maintain culturally safe environment for our Aboriginal and Torres Strait Islander clients and families, increasing inclusion, understanding, collaboration and reconciliation
Service Delivery	<ul style="list-style-type: none"> • Actively support our Aboriginal and/or Torres Strait Islander clients, across our programs to connect with their Aboriginal and /or Torres Strait Islander culture, community and history; • Develop and facilitate activities and groups that support cultural connectedness; • Participate in treatment planning and discharge/release planning and assist Aboriginal and/or Torres Strait Islander clients to access supports appropriate to their needs; • Assist Aboriginal and or Torres Strait Islander peoples to trace their culture, or connect to supports that can assist; • Actively promote healing from problematic alcohol and other drug use, that supports the program and treatment planning; • Work within a multidisciplinary team including counsellors, nurses, case managers, support workers and management; • Be inclusive of all people participating and working in our programs to better understand Aboriginal and/or Torres Strait Islander people, their histories and cultures; • Liaise with internal and external stakeholders to ensure positive outcomes including health and community providers, ACCHO's; and • Provide advice and support to the Executive and management group regarding program improvements to support cultural connectedness within alcohol and other drug treatment in the longer-term.

Technical/ Clinical Practice & Governance	<ul style="list-style-type: none"> • Liaise with key stakeholders to further support Aboriginal and/or Torres Strait Islander clients in our programs; • Support Aboriginal and/or Torres Strait Islander clients across the organisation to address their alcohol and other drug issues and promote healing through cultural connection; • Teach and support clients to learn about and connect with their culture; • Conduct cultural activities and groups; • Support non-Aboriginal and/or Torres Strait Islander clients and staff to better understand Indigenous history, culture and practices; • Participate in clinical case discussions and review with the Karralika multi- disciplinary team and external clinical teams as appropriate. • Provide education and support for staff, clients, family members and external providers; • Contribute to the planning and delivery of health promotion, lifestyle education and training across Karralika Programs; • Assist in the maintenance of client records to meet privacy, confidentiality, legislative and security standards, client file audits and transfer file information; • Liaise with relevant professional bodies and associations; • Participate in the Karralika Programs Reconciliation and Inclusion Committee and similar cultural activities; and • Represent the organisation at identified sector and community events and through relevant networks.
Human Resource Management	<ul style="list-style-type: none"> • Participate in professional/clinical/cultural supervision including peer and supervisor review of professional practice where required; • Complete Human Resources forms/reports; • Assist in and support staffing processes; • Participate in orientation of new staff; • Contribute to the delivery of training programs including staff orientation and supervision of students; and • Undertake activities to develop knowledge and expertise in relation to professional skills.
Corporate Governance and Compliance	<ul style="list-style-type: none"> • Promote contemporary best practice approaches; • Comply with and monitor adherence with Karralika Programs policies, procedures, including: Code of Conduct and Ethics, Health, Safety and Wellbeing Policy, and Privacy and Confidentiality Policy; • Under direction conduct and report on quality audits; and • Participate in activities supporting continuous quality improvement.

Qualifications, certifications and/or security clearance	<u>Essential</u> <ul style="list-style-type: none"> Identify and be known as Aboriginal and/or Torres Strait Islander within your community Cert 4/Diploma in Alcohol and Other Drugs, Health, Welfare or Community areas Working With Vulnerable People Clearance Driver's License 	<u>Desirable</u> <ul style="list-style-type: none"> Degree or postgraduate qualifications in health and/or community areas.
Core technical skills and knowledge required for role	<u>Skills</u> <ul style="list-style-type: none"> Demonstrated ability to effectively engage Aboriginal and/or Torres Strait Islander people and their families to build cultural understanding and connectedness Experience in running groups and activities that promote cultural connectedness Ability to work effectively with key stakeholders: health practitioners, ACCHO's, family/support people Health promotion and holistic care Case notes and record keeping Empathy, compassion and non-judgmental approach Professionalism and professional boundaries 	<u>Knowledge</u> <ul style="list-style-type: none"> Best practice alcohol and other drug treatment services working with adults, families and children Knowledge of AOD recovery Principles and Practices Knowledge of Karralika Clinical Governance Policies and Procedures Working with multiple complex conditions and experiences including mental health, family and domestic violence
Core non-technical skills and knowledge required for role	<u>Skills</u> <ul style="list-style-type: none"> Teamwork Working independently Presentation & facilitation Report writing and record keeping Research and analysis Evaluation techniques Written and oral communication Problem solving Critical thinking Computer and database / record keeping 	<u>Knowledge</u> <ul style="list-style-type: none"> Karralika Programs Governance Framework Karralika Programs Child Safe Framework Work Health and Safety legislative and policy obligations Government policy frameworks and systems supporting First Australians

Individual Work Plan and Project Plan

Each staff member will have in place, in addition to the above responsibilities, a 12 month 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 documents individual training, learning and development priorities. Annual performance appraisals will be undertaken in June/July each year and a new plan put in place. All new employees are placed on a three - six-month probationary period, prior to the development of the workplan.