**Service Delivery: AOD Counsellor – Temp through 30/06/18**



**Position Description**

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| Position Details |  |
| Position title | AOD Counsellor – Full time (*inc weekends*) |
| Group | Service Delivery |
| Program | Junaa Buwa! Centre for Youth Wellbeing |

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| Position summary |  |

To support clients in the provision of AOD and generalist counselling, in particular the provision of counselling services to address AOD and offending behaviours and other related issues within a residential rehabilitation service framework.

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| Organisation information |  |
| **Mission Australia Founding Purpose:**  “This is how we know what love is: Jesus Christ laid down His life for us. So, we also ought to lay down our lives for others.” (1 John 3:16)  Inspired by Jesus Christ, Mission Australia exists to meet human need and to spread the knowledge of the love of God.  **Mission Australia Vision:**  Pathways for life. Our vision is to see a fairer Australia by enabling people in need to find pathways to a better life.  **Our Core Values:** Compassion, Integrity, Respect, Perseverance, Celebration  **Our Mission:**  Walking alongside those in need, we help them to discover   * Pathways to strong families and healthy, happy children * Pathways through a successful youth * Pathways away from homelessness * Pathways for life and work-ready skills * Pathways to sustainable employment | |

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| Reporting lines and stakeholder relationships |
| * Works with the Junaa Buwa! Program Manager within the centre to ensure the full range of MA services on offer are available to clients. * The Junaa Buwa! AOD Counsellor reports directly to the Program Manager. * Works with the Junaa Buwa! residential team to achieve consistency in the quality of service delivery and to share ideas, knowledge and experience on how to improve the service. * Supported with program advice, tools and resources by the Program Manager and Senior Team colleagues. * Supported by HR and Finance resources. * External relationships include key stakeholders and influencers in the local community where service delivery occurs. |

Key program responsibility areas

Client Support

Program and Administration Support

WHS

**Key Responsibility Area 1**

Client Support

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| Key task | Staff member is successful when: |
| 1. Facilitate client assessment and provide recommendations. 2. Provide client AOD and generalist counselling including but not limited individual, group and family counselling as deemed appropriate to the needs of the client. 3. Provide lapse and relapse prevention, planning and Aftercare support. 4. Assess and facilitate client referrals to external health and allied health professionals as necessary. 5. Responsible for client Journey Book and intro. 6. Monitor and support client progress. 7. Collaboratively address persistent behaviours. 8. Ensure clients rights to dignity, privacy and confidentiality is respected, considered and maintained at all times. | 1. All referrals are received, assessed, risks and concerns identified, outcomes recommended and intake plan developed. 2. Clients are supported and positive client feedback is received. 3. Clients are self-aware, understand how to handle temptation and are supported along their recovery journey while in the service and during Aftercare. 4. Clients are referred to other services as necessary. 5. Clients receive and understand how their Journey Book functions. 6. Clients are supported in their progress. 7. Persistent behaviours are addressed. 8. Clients and staff share a culture of respect. |
| **Key Responsibility Area 2**  Program and Administration Support |  |
| Key task | Staff member is successful when: |
| 1. Develop strong working relationships with colleagues to allow the effective running of the service and the development of a friendly, caring and safe environment. 2. Actively participate in meetings as necessary, eg, accreditation, WHS, team, supervision, JJ Referral, Feedback, etc. 3. Assist the Junaa Buwa team in addressing severe or persistent behavioural problems, withdrawal, special cases and emergency situations 4. Develop realistic and supportive client behavioural management plans. 5. Organise and deliver X-Roads program across service with other staff in consultation with the PM. 6. Prepare relevant AOD and MH staff resources and trainings. 7. Nurse Practitioner clinic support and follow up. 8. Work with team to develop creative strategies and solutions to issues facing clients. 9. Maintain adherence with all internal and external policies and procedures including contractual obligations. 10. Maintain accurate and timely client data. 11. Complete accurate reports on a timely basis. 12. Contribute strategies for effectiveness of service. 13. Escalate concerns effectively. 14. Ensure that fleet vehicles are well maintained, clean and that any damage is reported promptly. 15. Ensure that timesheets are accurate and submitted on time. 16. Participate in CQI activities. | 1. Strong working relationships with colleagues to allow the effective running of the service and the development of a friendly, caring and safe environment for staff and young people. 2. Meetings are attended, meaningful contributions are provided and identified actions are completed. 3. The team is supported in their provision of care including advice and guidance in the management of challenging cases, special cases and emergency issues are responded to in a timely manner. 4. When necessary, clients have behavioural management plans and staff understand how to support clients on their journey. 5. All X-Roads sessions are conducted. 6. Staff develop a deeper understanding of AOD issues and treatments and relevant program resources are available including client Entry and Exit packs. 7. Nurse Practitioner clinic is integrated into care continuum. 8. High level collaboration is achieved and client issues are addressed. 9. All internal and external policies and procedures are adhered to. 10. Client data is collected and available to relevant staff. 11. Reports are provided within an identified time frame. 12. Ongoing contribution is made to the development and improvement of the service 13. Concerns with solution strategies are swiftly raised to the Program Manager 14. Vehicles are maintained in good condition. 15. Timesheets are well managed and submitted accurately and on time in all cases. 16. CQI activities are followed up and completed. |

**Key responsibility Area 3**

WHS

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| Key task | Staff member is successful when: |
| 1. Mitigate the risk to all staff, visitors, and clients by demonstrating compliance with WHS requirements by engaging in consultation with staff to ensure risk management planning, incident reporting and management and safe work practices are implemented. 2. Demonstrate due diligence by ensuring what is considered “reasonably practicable” under the WHS legislations is factored into all decision-making related to the health, safety and welfare of employees, volunteers and clients at Mission Australia. 3. Be accountable for the health, safety and well-being of staff by demonstrating compliance with internal policies and procedures related to WHS and Workers Compensation.  Engage in consultation with staff, elected WHS representatives or workgroups to ensure that risk management planning, incident management, and safe work practices are implemented to mitigate risk to staff, clients, volunteers and members of the public.  Minimise the financial burden of workplace injury by promoting early return to work which will reduce the duration of claims and workers compensation premium costs. | 1. Staff are supported to perform to their roles in a safe manner, and able to identify risks associated with relevant tasks 2. Minimisation of workers’ compensation claims and premium costs by improved RTW outcomes and reduced duration of claims. 3. Key health and safety performance metrics are achieved including a reduction in the Lost Time Injury Frequency Rate (LTIFR) |

**Over-arching Mission Australia Competencies**

Staff will be expected to demonstrate the following competencies in how they perform their role.

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| **Competency** | **Expected behaviours** |
| Achieves Results | * Adheres to and works within processes and systems to ensure efficient delivery * Asks for help when needed; works through issues with managers * Demonstrates courage in leadership to confront issues and risks * Is action oriented |
| Is accountable | * Demonstrates accountability for own actions; delivers what is promised * Escalates issues appropriately and early * Exhibits honesty and integrity * Adheres to disciplines of tracking targets and consequence management within own team |
| Works and collaborates with others | * Proactively offers assistance in achieving mutually beneficial outcomes * Involves others, shares information and ensures people are kept informed of progress, changes and issues |
| Builds sustainable relationships | * Develops, builds and maintains internal and external relationships to ensure strategy is achieved * Role models respect and collaboration to maximise opportunities and organisation outcomes |
| Deals with ambiguity and complexity | * Identifies risks, issues and opportunities and escalates in accordance with procedure * Assesses information and involves others in finding a solution * Communicates progress to teams |
| Inspires a sense of purpose and direction | * Fosters an environment that focuses on client satisfaction and results * Leads by example with Mission Australia values * Advocates on behalf of the client; takes the client’s perspective into consideration |
| Communicates Effectively | * Presents information, decisions and reasons clearly and concisely * Communicates plans, team progress and issues to team in a timely manner |

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| Knowledge, skills and experience |
| Tertiary level counselling qualifications;  3 years experience in the youth and/or AOD sectors;  A comprehensive understanding of the issues and needs of the service users;  High level of numeracy, written and verbal communication skills;  Demonstrated excellent interpersonal and communication skills;  Strong personal initiative and excellent team skills;  Ability to coordinate, facilitate and participate in group and one-on-one counselling sessions;  Actively support Mission Australia’s purpose and values;  Positively and constructively represent our organisation to external contacts at all opportunities;  Behave in a way that contributes to a workplace that is free of discrimination, harassment and bullying behaviour;  Operate in line with Mission Australia policies and practices (EG: financial, HR, etc);  Help ensure the health, safety and welfare of self and others working in the business;  Understanding of duty of care;  Excellent computer software skills, specifically MS Office;  Current NSW Drivers License; and  Current Working With Children Check (WWCC). |

**APPROVAL**

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| **Manager’s Name:** |  |
| **Sign:** |  |
| **Approval date** |  |

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| **Staff Name:** |  |
| **Sign:** |  |
| **Date:** |  |