

Mission Australia

About us:	<p>Mission Australia is a non-denominational Christian organisation that has been helping people re gain their independence for over 155 years.</p> <p>We've learnt the paths to getting back independence are different for everyone. This informs how we help people, through early learning and youth services, family support and homelessness initiatives, employment and skills development, and affordable housing. Our nationwide team delivers different approaches, alongside our partners and everyday Australians who provide generous support.</p> <p>Together we stand with Australians in need, until they can stand for themselves.</p>
Purpose:	<p>Inspired by Jesus Christ, Mission Australia exists to meet human need and to spread the knowledge of the love of God.</p> <p><i>"Dear children, let us not love with words or speech but with actions and in truth." (1 John 3:18)</i></p>
Values:	Compassion Integrity Respect Perseverance Celebration
Goal:	To reduce homelessness and strengthen communities.

Position Details:

Position Title:	AOD Treatment Services Worker/ Project Officer
Division:	Service Delivery
Reports to:	Program Manager
Position Purpose:	<ul style="list-style-type: none">i. To deliver high quality, professional, effective and evidence-based case management and counselling support programs. Assist young people and families to change their substance use related behaviours and build their capacity in health, relationships, education/employment and life skill domains. Work in partnership with individuals and families to assist them to achieve their goals. Assist with information, guidance, interventions, resources, pathways and approaches that result in outcomes. This position works in partnership with regional teams as well as within a state-wide drug and alcohol services team.ii. To implement, monitor, and manage state wide drug and alcohol services quality accreditation through the Australian Council of Health Care Standards.iii. To enhance the capabilities of staff and Mission Australia to deliver best-practice services with people experiencing co-existing mental health issues and substance use through capacity building activities, advice, standards, policy and procedure, case review, and development activities.

Position Requirements (What are the key activities for the role?)

Key Result Area 1	Assessment, Screening and Client Support
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> • Ensure effective intake, preliminary, comprehensive & risk assessment. • Develop counselling and case management plans which have an outcome focus and reflect client goals. • Participate in case review processes to ensure transparency, professional practice and effective coordination. • Ensure assessment & treatment is delivered within a partnership approach with clients and their families, reflect contract expectations. • Effective identification, assessment and response to high risk and complex cases. • Provide professional & clear information about the program, including rights and responsibilities, information sharing, child safety, confidentiality and privacy. • Deliver contemporary and evidenced based counselling and case management within program specifications, including effective engagement, brief intervention and counselling modalities and interventions. • Monitor the progress of clients towards the achievement of their goals and their participation in interventions. • Understand and adhere to information sharing, duty of care, Child Protection and risk management requirements. • Employ culturally inclusive practices. • Report and respond to incidents through reporting and escalation, participating in investigations and debriefing, and within a culture of safety and learning. • Develop strong relationships with key external stakeholders including other service providers, community service workers, government agencies etc. to assist in the receipt of information and referral of clients. 	<ul style="list-style-type: none"> • Effective entry practices and assessment underpin counselling and case management. • Individualized planning results in clients achieving their goals. • Frequent case review audits are undertaken. • A partnership approach, outcome focus, contract compliance and professional practice standards are evident across the service. • High risk and complex cases are identified, assessed and responded to effectively. • Individuals, families and other stakeholders have access to clear information about the program. • Counselling and Case management is delivered within program requirements, is highly engaging and effective. • Legislative, professional, organizational, safety and ethical standards are consistently evident. • Culturally inclusive practices are experienced by clients, families, service providers and other community members. • Incidents of concern, including behaviour that puts client, staff or others at risk, are reported, escalated, responded to and prevented.

Key Result Area 2	Quality Accreditation Management
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> • Provide best practice quality consultancy and advice to AOD staff and leaders re quality and accreditation issues. • Work collaboratively with Program Manager and Regional Leader of SA to ensure quality accreditation compliance. • Maintain up-to-date reports and records to reflect quality accreditation project progress and outcomes. • Provide leadership and coordination of ACHS EQUIP6 and all other continuous quality improvement activities. • Liaise with and manage all internal stakeholders relationships to ensure compliance with ACHS Equip6 accreditation. • Contribute to the ongoing development and improvement of the service through involvement in strategic and continuous improvement initiatives. • Co- ordinate client, family and carer stakeholder satisfaction and feedback surveys to guide future continuous quality improvement activities and planning of service delivery 	<ul style="list-style-type: none"> • ACHS EQUIP6 accreditation is achieved and maintained in partnership with the management/leadership group. • AOD program staff are supported to understand the accreditation process. • Quality and continuous improvement outcomes are enhanced through consultancy and advice • Accurate reports are kept and provided to management in a timely manner. • Ongoing contribution is made to the development of the service, including developing quality schedules • Strong internal and external relationships result in effective interaction to support quality accreditation activities • Service delivery planning is client/ carer/ family focused and inclusive
Key Result Area 3	Capacity Building Support
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> • Actively encourage and motivate staff towards the achievement of client outcomes. • Co-work with staff who are delivering drug and alcohol or other services • Facilitate the integration of up-to-date practice approaches and interventions into practice, through development opportunities, reflective practice support & staff meetings • Engage in staff auditing of development and training needs • Monitor client data to support ongoing training/ learning needs • Access, implement, and develop ongoing staff training to meet service delivery needs to improve staff ability to provide quality assessment, intervention and care that achieve client outcomes. 	<ul style="list-style-type: none"> • Practices across SA AOD services reflect best evidence and contemporary practice • A training & development needs analysis is completed and an annual training and development calendar developed. • Staff are supported to achieve maximum possible outcomes with clients. • Staff training and development results in improved outcomes for clients. • Staff capacity to identify and intervene with co-morbidity is enhanced • •

Key Result Area 4**Client Harm Prevention & Harm Minimisation****Key tasks**

- Compliance with Mission Australia policies and procedures and standards of practice relating to Client Safety, OH&S, Child Protection, Risk Management and Critical Incidents are adhered to.
- Compliance with applicable legislation (both federal and state) relating to harm prevention and harm minimization for clients is adhered to.
- Fulfill duty of care obligations in relation to children, young people and adults interacting with Mission Australia services.

Position holder is successful when

- Duty of Care obligations are upheld in situations where clients or others related to service delivery are being harmed or at risk of harm
- Timely, accurate and factual reporting of child protection concerns is made to statutory authorities as required.
- All paperwork is completed and correct and kept as required.

Key Result Area 5**Administration****Key tasks**

- Complete a range of required administration tasks including reports and audit activities.
- Maintain adherence with all internal and external policies and procedures including contractual obligations, OHS, Privacy and EEO.
- Complete a range of reports and records as required by the Program Manager
- Active participation in supervision, Client Records audits and clinical case reviews.
- Ensure the maintenance of high standards in relation to Client Records, MACSIMS and other documentation.
- Ensure that all petty cash is accounted for and that relevant receipts are handed into administration.
- Ensure that all vehicle log books are signed and dated correctly.
- Ensure that fleet vehicles are well maintained, clean and that any damage is reported promptly.

Position holder is successful when

- All admin tasks and reports are completed accurately and on time.
- All internal and external policies and procedures are adhered to.
- All client information, case notes and allocation are accurate and up to date on MACSIMS
- Participation in supervision, Client Record Audits and Clinical Case Reviews is evident.
- High standards in Case Records, MACSIMS and other organisational documentation are maintained.
- Petty cash is kept up to date and balanced.
- All log books are completed and accurate.
- Vehicles are maintained in good condition.

Key Result Area 6	Program Support
Key Tasks	Job Holder is successful when
<ul style="list-style-type: none"> Formalised partnerships and collaborations are developed and maintained with local key stakeholders to assist the effective delivery of programs and outcomes for clients. Effective professional relationships are developed with Individuals, families and other key stakeholders. Programs are delivered based on individual and group needs. Individualised program plans, based on individuals needs and goals are developed. A comprehensive, engaging and outcomes focussed non-residential rehabilitation program is delivered based on client/group need, including opportunities for accredited learning. Programs are delivered in an engaging, strengths-based and partnership approach. Programs are underpinned by requirements outlined by APHN, MA, contemporary practice and are outcomes focussed. All programs are effectively coordinated, professional and offer pathways to internal and external services. Operations Manuals guide program delivery and participation in induction, development opportunities and review underpins ongoing practice reflection and development. Contemporary information is provided to clients, community members and staff regarding counselling and case management goals, alcohol and other drugs, strategies and resources- including community referrals ,relapse prevention, health and wellbeing. 	<ul style="list-style-type: none"> Stakeholder partnerships and collaborations are developed and maintained supporting referral pathways and client outcomes Clients change their substance use behaviour; & increase their capacity in education/employment; health, living skills; recreation and relationships. Programs are evidence-based and supported by best-practice outlines – developed internally or sourced externally. Opportunities for accreditation/recognition are evident. Programs reflect contract compliance, MA requirements and best-practice. Clients & stakeholders report quality counselling and case management responses. Operations manuals are followed and a commitment to ongoing professional development underpins practice. Programs are evaluated and continuously improved. High levels of participation in programs. Quality substance use (or related) information & resources are disseminated to client, community members and staff.

Work Health and Safety

Everyone is responsible for safety and must maintain:

- A safe working environment for themselves and others in the workplace
- Ensure required workplace health and safety actions are completed as required
- Participate in learning and development programs about workplace health and safety
- Follow procedures to assist Mission Australia in reducing illness and injury including early reporting of incidents/illness and injuries.

Purpose and Values

- 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 at all times;
- Operate in line with Mission Australia policies and practices (eg financial, HR, etc);
- To help ensure the health, safety and welfare of self and others working in the business;
- Follow reasonable directions given by the company in relation to Work Health and Safety;
- Follow procedures to assist Mission Australia in reducing illness and injury including early reporting of incidents/illness and injuries;
- Promote and work within Mission Australia's client service delivery principles, ethics, policies and practice standards;
- Actively support Mission Australia's Reconciliation Action Plan.

Recruitment information

Qualification, knowledge, skills and experience required to do the role

- Tertiary qualification in Social Work, Nursing, Social Science or Psychology; or minimum qualification of Cert IV in AOD and relevant quality accreditation
- Extensive experience working with young people and substance use, and quality accreditations
- Experience in Project Management
- Case management, counselling and group work, including complex and high risk clients
Excellent communication skills both written and verbal
- Drivers Licence
- First Aid Certificate (or willingness to obtain)
- DCSI Child-related Employment Screening clearance

Competencies

- Able to manage high risk and complex cases
- Able to assess and manage risks
- Ability to communicate effectively with individuals and their families
- Culturally inclusive practice
- Staff development
- Practice leadership
- Counselling and case management
- Building and maintaining effective relationships
- Computer literacy and technical Expertise
- Values Alignment
- Organisational Awareness
- Client Focus
- Results Orientation
- Communication and Influence

Key challenges of the role

- Manage and prioritise a range of tasks including quality accreditation, capacity building activities and counselling and case management.
- Provide quality project management within statewide team and services.
- Maintain quality internal and external stakeholder relationships.
- Increase relationships with the mental health sector and wider co- morbidity sectors.
- Comorbid cases are consistently identified, accurately assessed and professionally managed.
- Effective leadership and team work within a matrix leadership structure.
- Personal commitment to professional development to ensure contemporary best practice.
- Travel within SA.

Compliance checks required

DCSI Child-related Employment Screening clearance ☒

National Police Check ☒

Driver's Licence ☒

Other (prescribe) ☒

First Aid Certificate

Approval

Manager

Adam Sherwood, Regional Leader - SA

Approval date

14 / 12 / 2017