

Mission Australia

About us:	<p>Mission Australia is a national Christian charity that has been helping vulnerable Australians move towards independence for over 160 years.</p> <p>We've learnt the ways for people to become more self-sufficient are different for everyone. This informs how we support people by combatting homelessness, assisting disadvantaged families and children, addressing mental health issues, fighting substance dependencies, and much more. Our team applies different approaches, alongside government, our corporate 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:	End homelessness and ensure people and communities in need can thrive.

Position Details:

Position Title:	AOD Peer Worker
Award/Agreement:	Service Delivery Enterprise Agreement (SDEA) 2016-2019
Classification/Level:	Level 3
Executive Function:	Service Delivery
Business Unit/Program:	Partners Toward Wellbeing AOD Comorbidity Program
Reports to:	Program Manager
Position Purpose:	<p>Mission Australia values and recognises the importance that professional lived expertise support provision provides, both to people's lives as well as being a significant contribution to Mission Australia's organizational culture. A lived expertise workforce within Mission Australia, strengthens its diversity, competence and skill set available as a resource to its existing and potential community.</p> <p>Mission Australia integrates a lived expertise workforce within its community service programs. A 'lived expertise workforce' comprises of practitioners who deliver services based on the knowledge, skills and values derived from personally overcoming the impacts of adversity and use this capability to support others facing similar adversities, ultimately positively influencing clients' capacity to lead and live their life well.</p> <p>Being able to provide professional lived expertise supports demands a demonstrated competency more than the simple identification of the experience of the adversity alone. The uniqueness underpinning all of these ways of working is deeply rooted in the personal and collective knowledge, skills, and principles</p>

gained from overcoming the impacts of adversity and demands demonstrated capacity to negotiate and navigate the systems of support

This position requires the integration of personal knowledge and skills gained from overcoming the impacts of drug and/or alcohol addiction (your lived expertise) with your practice experience and qualifications, to provide lived expertise coaching to individuals and groups. The activities are delivered within the specific program requirements and the values of Mission Australia.

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

Key Result Area 1	Client Support
<p>Key tasks</p>	<p>Position holder is successful when</p>
<ul style="list-style-type: none"> • Act as a positive role model by using own lived experience of alcohol and other drug service systems and their personal recovery journey in a purposeful and intentional manner • Assist consumers to determine their needs and the vulnerabilities that they experience • Seeks out innovative ways to enhance consumer experience • Design and negotiate individual and group coaching • interventions that are relevant to the consumers need and safe for people to undertake in their recovery work • Provide a consumer perspective in planning and delivering programs and services. • Utilise self-disclosure in a safe and meaningful way while mindful of the potential for adverse effects from self-disclosure if used inappropriately. • Utilise good self-care and demonstrate great insight and awareness. • Work collaboratively with the multidisciplinary team to provide peer specific, peer support interventions to clients, families and friends. • Delivery of Harm Minimisation supports, Brief interventions and screens. • Support Aftercare through relapse prevention strategies. • Provide individual and group lived expertise coaching, based on the Lived Expertise practice framework. (Sharing experiences, learning with and from each other, challenging each other, negotiating personal power and focusing a life beyond adversity) • Respond to any emergency issues or dangerous situations by gaining the support of internal and/or external support services. 	<ul style="list-style-type: none"> • Support is provided to consumers by applying lessons learnt through your own lived experience • Professional AOD treatment services are provided to clients in accordance with MA policies and procedures and Clinical Governance Framework. • Consumers report the peer support has been useful to mastering their own stated vulnerabilities • Demonstrates a resourceful and creative approach to enhance consumers experience • Individual and group interventions are designed and delivered that meet consumers’ needs (timing, focus etc) • Group activities are conducted for consumers and support is provided to the wider team to implement and maintain agreed group activities • Consumer support and safety is maintained at all times and all staff and consumers comply with service regulations • Any urgent issues are responded to in a timely manner with engagement of appropriate internal and external support services

<p>Key Result Area 2</p>	<p>Program Support</p>
<p>Key tasks</p> <ul style="list-style-type: none"> • Contribute to the effective functioning and development of the service through involvement in projects, contribution to team forums, and training and development • Participate actively in Continuous Quality Improvement (CQI) through completion of scheduled activities and consistently being aware of process or service improvements • Actively engage in team, lived expertise and professional supervision and take responsibility for own development in the current role and future career progression • Stay proactively stay abreast of contemporary developments in the lived expertise scope of practice and share this knowledge within the program and organisation • Work with staff to support positive cultural change where people with lived experience are respected as their own greatest resources and adverse life experience can be sources of resilience and personal growth • Contribute to the practical improvement and assessment of group programs under the direction of senior staff 	<p>Position holder is successful when</p> <ul style="list-style-type: none"> • Active contribution is made to the development of the program including participation in staff training and development, as well as service planning days • Opportunities are identified for improvement within the service and presented to management as required • Regular team, lived expertise and individual supervision is attended and opportunities taken for personal development • Contemporary lived expertise knowledge and practice skills are utilised in the delivery of the program. New developments in lived expertise roles are highlighted within the team and new processes are integrated as a result • Program and Mission Australia’s staff are aware of lived expertise practice and its value to Mission Australia clients • Active contribution is made to the development of group programs, which engage both consumers and staff
<p>Key Result Area 3</p>	<p>Administration & Compliance</p>
<p>Key tasks</p> <ul style="list-style-type: none"> • Under general supervision complete various administrative duties for the efficient running of the service including statistics, reports, referral letters, goal plans and data entry in relevant Client Management System, within in quality frameworks that maintains the relevant accreditation standards. • Create and update individualised case management files for all clients in line with Mission Australia protocols. • Ensure the completion of all required internal and external reports relating to clients and the program including risk assessments, statistics etc. • Professional case notes are written, documenting consumers’ interaction and related interactions • Support the Program Manager when required, with various tasks in relation to peer work within the program 	<p>Position holder is successful when</p> <ul style="list-style-type: none"> • Consumer’s files are created in a clear and concise fashion, to required standards and are updated regularly • All paperwork is completed, correct and kept as required • All required reports are prepared correctly and on time. • All required administration tasks are completed accurately and in a timely manner. • Consumer notes are documented in a factual and professional manner and recorded for each shift in CRM and relevant other communication (i.e. emails) is initiated • Program Manager is supported in administrative peer work duties

Key Result Area 4	Relationship Management
<p>Key tasks</p> <ul style="list-style-type: none"> • Develop sustainable internal relationships with clients and other employees including the ability to resolve conflict to contribute to the effective functioning of the service and improved outcomes. • Develop sustainable relationships with key external stakeholders including other service providers, community service workers, government agencies, and schools etc. • Have a sound understanding of Mission Australia's Values and Code of Conduct and applies these in their role when interacting with other internal and external stakeholders including client's family/caregivers. 	<p>Position holder is successful when</p> <ul style="list-style-type: none"> • Sustainable internal relationships are developed resulting in improved service functioning and service outcomes. • Sustainable external relationships result in effective interaction with service and appropriate referral of clients. • Is able to engage with referral sources proactively. • Maintains awareness of Mission Australia programs and sites.

Note - Employees may also be required to perform other tasks/duties or work as reasonably requested to meet Position, Program, Funder or Mission Australia requirements.

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 (e.g. 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.
- Contribute to an organisational culture that promotes Mission Australia's [commitment to the safety and wellbeing of all children and young people](#).
- Actively support Mission Australia's Reconciliation Action Plan.

Recruitment information

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

- Relevant Degree or minimum Certificate IV in Peer Work or Alcohol and Other Drugs or a willingness to work towards;
- Personal experience of overcoming alcohol and other drug adversity and ability to use this to positively support others on their recovery journey;
- Skills in liaising, negotiating and advocating for the people we work with;
- Demonstrated understanding of the consumer movement and able to effectively challenge assumptions and promote recovery oriented principles;
- Developed facilitation and coaching skills to support groups for individuals, staff and families;
- Demonstrated professional approach to the role including maintaining professional boundaries

Key challenges of the role

- Manage a range of tasks, including those which fall outside the Mission Australia Lived expertise practice framework, in order to provide the support required for consumers within the service.
- Managing the professional boundaries required in the role whilst working within the parameters of the Mission Australia lived expertise practice framework and the Mission Australia values and policies.
- Managing working alongside team members who do not have a lived expertise

Compliance checks required

Working with Children	<input checked="" type="checkbox"/>
National Police Check	<input checked="" type="checkbox"/>
Vulnerable People Check	<input type="checkbox"/>
Driver's Licence	<input checked="" type="checkbox"/>
Other (prescribe)	<input type="checkbox"/>

Approval Helen Graham, Regional Leader - SA

18 May 2021

Manager name

Approval date