

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 Counsellor
Division:	Service Delivery
Reports to:	Program Manager
Position Purpose:	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.

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

Key Result Area 1	Client Support
Key tasks	Position holder is successful when
<ol style="list-style-type: none"> Facilitate client assessment and provide recommendations. Provide client AOD and generalist counselling including but not limited individual, group and family counselling as deemed appropriate to the needs of the client. Provide lapse and relapse prevention, planning and Aftercare support. Assess and facilitate client referrals to external health and allied health professionals as necessary. Responsible for client Journey Book and intro. 	<ol style="list-style-type: none"> All referrals are received, assessed, risks and concerns identified, outcomes recommended and intake plan developed. Clients are supported and positive client feedback is received. Clients are self-aware, understand how to handle temptation and are supported along their recovery journey while in the service and during Aftercare. Clients are referred to other services as necessary. Clients receive and understand how their Journey Book functions. Clients are supported in their progress.

<ul style="list-style-type: none"> 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. 	<ul style="list-style-type: none"> 7. Persistent behaviours are addressed. 8. Clients and staff share a culture of respect.
Key Result Area 2	Program & Administration Support
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> 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, Youth Justice 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. Work with team to develop creative strategies and solutions to issues facing clients. 8. Maintain adherence with all internal and external policies and procedures including contractual obligations. 9. Maintain accurate and timely client data. 10. Complete accurate reports on a timely basis. 11. Contribute strategies for effectiveness of service. 12. Escalate concerns effectively. 13. Ensure that fleet vehicles are well maintained, clean and that any damage is reported promptly. 14. Ensure that timesheets are accurate and submitted on time. 15. Participate in Quality Assurance activities. 	<ul style="list-style-type: none"> 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. High level collaboration is achieved and client issues are addressed. 8. All internal and external policies and procedures are adhered to. 9. Client data is collected and available to relevant staff. 10. Reports are provided within an identified time frame. 11. Ongoing contribution is made to the development and improvement of the service 12. Concerns with solution strategies are swiftly raised to the Program Manager 13. Vehicles are maintained in good condition. 14. Timesheets are well managed and submitted accurately and on time in all cases. 15. QA activities are followed up and completed.
Key Result Area 2	Workplace Health & Safety
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> 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. 	<ul style="list-style-type: none"> 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.

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.

3. Key health and safety performance metrics are achieved including a reduction in the Lost Time Injury Frequency Rate (LTIFR)

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 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).

Key components of the role

- 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 team colleagues.
- External relationships include key stakeholders and influencers in the local community where service delivery occurs.

Compliance checks required

- | | |
|-------------------------|--------------------------|
| Working with Children | <input type="checkbox"/> |
| National Police Check | <input type="checkbox"/> |
| Vulnerable People Check | <input type="checkbox"/> |
| Drivers Licence | <input type="checkbox"/> |
| Other (prescribe) | <input type="checkbox"/> |

Signed



name

date