

Position Description

Title	AOD Outreach Worker
Business Unit	Alcohol & Other Drugs – Western Community Services
Location	105 Dana Street, Ballarat VIC 3350
Employment type	Full Time, Ongoing
Reports to	Team Leader AOD

About Uniting

Uniting Vic.Tas is the community services organisation of the Uniting Church. We've been supporting people and families for over 100 years. We work alongside people of all ages in local communities in Victoria and Tasmania. Our services reach to Albury-Wodonga in the north, Mallacoota in East Gippsland, the Wimmera region in the west, and across Tasmania.

We empower children, young people and families to learn and thrive. We're there for people experiencing homelessness, drug and alcohol addiction or mental illness. We support people with disability to live the life they choose. We assist older people to maintain their independence and enjoy life. We provide opportunities to access training and meaningful employment. We're proud to welcome and support asylum seekers to our community. We work to empower people with the information, skills and tools they need to live a healthy, happy life.

As an organisation, we work in solidarity with Aboriginal and Torres Strait Islander people as Australia's First Peoples and as the traditional owners and custodians of this land.

We celebrate diversity and value the lived experience of people of every ethnicity, faith, age, disability, culture, language, gender identity, sex and sexual orientation. We welcome lesbian, gay, bisexual, transgender, gender diverse and non-binary, intersex, and queer (LGBTIQ+) people at our services. We pledge to provide inclusive and non-discriminatory services.

Our purpose: To inspire people, enliven communities and confront injustice

Our values: We are imaginative, respectful, compassionate and bold

1. Position Purpose

The AOD Outreach Worker provides essential support and counselling to people on pre-admission waitlists for residential AOD treatment services delivered by Uniting AOD and MH Services. The focus of the role is upon supporting impacted people with preparation for residential treatment by navigating a broad range of co-occurring psychosocial/medical/mental health factors that will ultimately impact upon/interplay with AOD treatment.

The AOD Outreach Worker will provide practical as well as therapeutic, supportive engagement for individuals and liaises with a wide range of Uniting AOD and MH and other collaborating services to ensure that, regardless of length of wait for residential withdrawal or rehabilitation treatment, the person remains engaged until the point of admission. Family engagement (where applicable) is a key component in managing expectations of treatment outcomes.

Position Description

AOD Outreach Worker

2. Scope

Budget: Nil

People: Nil

3. Relationships

Internal

- Team Leader
- Managers
- Registered Nurses
- Senior Youth AOD Workers
- Other Uniting staff

External

- Department of Families, Fairness and Housing
 - Department of Justice
 - Australian Community Support Organisation
 - Area Mental Health and a range of other professionals and services
-

4. Key Responsibility Areas

Service Delivery

- Engage clients on waitlists for residential withdrawal units for pre-admission support and post-discharge, utilising online, telehealth, and phone modalities
- Provide high quality, practical support, and services to people and (where applicable) their families who are awaiting admission to residential programs.
- Establish and assist the person to arrange transport, for example to/between residential programs, pre-admission medical and other health appointments.
- Provide basic education and encouragement individually and in small groups online (e.g. Telehealth) in areas including treatment anxiety/expectation management, harm minimisation, sleep hygiene.
- Provide support and linkages in preparation for residential withdrawal and rehabilitation as appropriate.
- Provide support and services in a caring and person-centred manner with people identifying as LGBTIQ+
- Inform and educate the person and their significant others about residential AOD treatment including post residential discharge support available.
- Initiate discharge planning in coordination with the relevant residential treatment program and the individual.
- Negotiate post residential treatment planning by working with clients and family members to develop agreed support plans for their ongoing care, including engagement with GP's and other age relevant service providers, including wrap-around support for complex clients.
- Conduct withdrawal scale monitoring in coordination with supervising medical personnel to those exiting withdrawal treatment
- Attend and contribute to Clinical Reviews.
- Other duties as required.

Administration

- Maintain file records, data collection processes and reporting as required.

Position Description

AOD Outreach Worker

- Contribute to the achievement of quality improvement, both in terms of individual and program performance by encouraging an environment where high quality work is achieved and supported by the adherence to/development of quality systems documentation.

Quality and Risk

- Adhere to and keep informed of all relevant legislative compliance requirements, and report any perceived breaches, risks, hazards, incidents and complaints to line Manager or other appropriate person.
- Support the provision of a high-quality service through adherence to Uniting Quality and Risk management policies and procedures.
- Assess, record and report identified risks to client and staff in line with Uniting and relevant agency policies.

Personal Accountability

- Compliance with Uniting's values, code of conduct, policies and procedures and relevant government legislation and standards where relevant.
- Cooperate with strategies to actively ensure the safety, protection and well-being of children who come into association with us.
- Ensure appropriate use of resources.
- Work collaboratively with Uniting (Victoria Tasmania) employees and external stakeholders in accordance with Uniting's values and professional standards of behaviour.
- Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace.
- Identify opportunities to integrate and work collaboratively across teams.
- Take reasonable care for your own health and safety, and health and safety of others (to the extent required).
- Promote a positive safety culture by contributing to health and safety consultation and communication.
- Promptly respond to and report health and safety hazards, incidents and near misses to line management
- Attend mandatory training sessions (i.e. equal employment opportunity, health, and safety) and mandatory training specific to position.
- Declare anything that you become aware of through the course of your engagement which may impede your suitability to work with children and/or young people.
- Declare any potential or actual conflict of interest that you become aware of through the course of your engagement:
 - Based on a relationship with a current member of Uniting's workforce
 - Based on any ongoing work with another organization

5. Performance Indicators

- All services are delivered in compliance with relevant Accreditation, Program Guidelines and Uniting Standards, Policies and targets are met
- Collaboration with all workers is genuine and effective.
- Reporting - Accurate and timely reports are provided in line with reporting timelines.
- Effective relationships are developed with the person on the waitlist, and their significant others (where applicable) by providing linkages to appropriate self-help groups, and other health and wellbeing services to support and enhance positive outcomes for clients on waitlists.
- Care is coordinated with other health and social services to address immediate client concerns and commence the process of addressing social issues (such as homelessness, unemployment, lack of social supports, financial managements etc.).
- Collaborative and productive working relationships with current and potential stakeholders and partners, both internally and externally are collaborated and maintained.
- Regular communication and feedback are established with relevant stakeholders across Uniting AOD & MH and its broader networks.

Position Description AOD Outreach Worker

6. Person Specification

Qualifications

- Relevant health and or welfare Tertiary Qualification such as Social Work, Youth Work, Psychology, Nursing or Allied Health - Desired
- Certificate IV in AOD or have completed the core competencies (or able to complete within the first 12 months of employment).
- Competencies in dual diagnosis (or able to complete within the first 24 months of employment).

Experience

- Familiarity with the Alcohol and Other Drug Sector, knowledge of the relationship with the Forensic AOD System and Central Intake Services.
- Experience in developing individual treatment plans, post withdrawal and discharge planning.
- Experience delivering group work.
- Experience working with people with AOD and/or Mental Health issues.

Core Selection Criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting's values
 - Sound knowledge and understanding of screening, assessment and community-based treatment for all clients with AOD and mental health issues.
 - Sound understanding of alcohol and other drug withdrawal.
 - Thorough understanding of the harm minimisation framework.
 - Proven ability to work with young people and organisations (including specific groups such as Aboriginal, CALD and Forensic clients) in a respectful and non-judgemental manner.
 - Ability to collaborate effectively with clients, families, colleagues, stakeholders and other service providers.
 - Ability to convey warmth, openness, empathy and concern for the welfare of clients.
 - An understanding of the issues related to marginalised groups and a commitment to working with these groups.
 - Excellent administration skills including developing case plans, professional case noting, writing reports and effective time management skills.
-

7. We are a child safe organisation

Uniting is a child safe organisation and is committed in everyday practice to ensure the safety and wellbeing of all children, at all times. As a child safe organisation, employment with Uniting is subject to a satisfactory national (and international where relevant) police check and relevant Working With Children Check (and NDIS Worker Screening Check where relevant) to your State prior to commencement of any paid or unpaid work and/or participation in any service or undertaking. It is a condition of employment that all eligible workforce receive the COVID-19 vaccination and supporting evidence may be requested in order to perform duties at any of Uniting's workplaces.

This position description is subject to review and may change in accordance with Uniting's operational, service and consumer requirements.

Position Description AOD Outreach Worker

8. Acknowledgement

I have read, understood, and accepted the above Position Description

Employee

Name:

Signature:

Date: