

## Mission Australia

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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.

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## Position Details:

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Position Title:	Alcohol and Other Drug (AOD) Diversion Officer
Division:	Community Services
Classification:	Community Services Employee
Level:	Level 4
Program:	The Alcohol and Other Drug Diversion Program
Reports to:	Program Manager

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### Position Purpose:

The Alcohol and Other Drug (AOD) Diversion Program is a court diversion program within the broader MHC WA Diversion Program. The purpose of the AOD Diversion Program is to divert offenders with AOD related problems into treatment to provide an opportunity to treat and address use, addiction and related harm. The secondary aim is to break the cycle of AOD related offending.

The AOD Diversion Officer is responsible for program delivery locally, ensuring optimal operation of the program through ongoing liaison with local stakeholders.

The provision of such support will require liaison with geographically dispersed services and as such will require regular travel within the region.

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

<p><b>Key Result Area 1</b></p>	<p><b>Client Support</b></p>
<p><b>Key tasks</b></p>	<p><b>Position holder is successful when</b></p>
<ul style="list-style-type: none"> <li>• Respond appropriately to referrals to the service, and conduct assessments using strengths-based approach of potential clients assessing their eligibility and support needs.</li> <li>• Promote and support service activities in accordance with inclusive and client-centred practice principles.</li> <li>• Deliver high quality services to clients based on best practice principles.</li> <li>• Develop quality relationships with a range of key stakeholders including community organisations, rehabilitation providers and other health professionals to allow for the effective provision of support and information to clients.</li> </ul>	<ul style="list-style-type: none"> <li>• Referrals are responded to in a timely manner and in line with service guidelines and assessments are completed within timeframes.</li> <li>• Support is provided for clients in accordance with the Mission Australia Case Management Framework, with positive results and quality outcomes.</li> <li>• Engagement strategies reflect individual needs, abilities, culture, and diverse interests.</li> <li>• Client data is maintained within the data collection system.</li> <li>• Evidence-based practice and outcomes measurement are used and participation in service evaluation achieved.</li> <li>• Strong relationships are created with external bodies for the development of the service and advancement of client needs.</li> </ul>
<p><b>Key Result Area 2</b></p>	<p><b>AOD Diversion Program Diversion</b></p>
<p><b>Key tasks</b></p>	<p><b>Position holder is successful when</b></p>
<ul style="list-style-type: none"> <li>• Promote the AOD Diversion Program to stakeholders.</li> <li>• Provide AOD assessment to determine client suitability for participation in a Diversion Program.</li> <li>• Conduct assessments which inform recommendations made to the court around a client’s AOD use and treatment needs, including the timeframe required to engage.</li> <li>• Provide a priority referral service to clients seeking the Diversion Program.</li> <li>• Support treatment agencies in engaging clients.</li> <li>• Coordinate feedback from treatment agencies to the court and provide written and verbal reports to the court on client engagement in treatment.</li> <li>• Ensure AOD Diversion Program Practice Guidelines are completed for the relevant court/s locations they service.</li> <li>• Monitor to ensure continuous improvement and positive program outcomes for</li> </ul>	<ul style="list-style-type: none"> <li>• Delivery of the AOD Diversion Program across the South Hedland and Carnarvon Magistrate’s Court circuits are achieved in a manner consistent with the Service requirements for Non-Residential Alcohol and other Drug Diversion Treatment Providers.</li> <li>• Referrals are responded to in a timely manner and in line with service guidelines.</li> <li>• Assessments are completed within timeframes.</li> <li>• Clients are assessed using a strength- based approach to determine support needs.</li> <li>• Completion of program specific report writing, and administration is evidenced based, culturally secure, person-centred, trauma informed and family inclusive.</li> <li>• Influential relationships are created with external bodies for the development of the service and advancement of needs of our clients.</li> <li>• Attendance at Diversion Officer workshops and network meetings is achieved.</li> </ul>

<p>consumers, families/carers and significant others.</p> <ul style="list-style-type: none"> <li>Attend stakeholder meetings and facilitate presentations to ensure the program is utilised, and to provide a mechanism for stakeholder feedback.</li> <li>Attend Diversion Officer workshops and network meetings.</li> </ul>	
<p><b>Key Result Area 3</b></p>	<p><b>Program Support</b></p>
<p><b>Key tasks</b></p>	<p><b>Position holder is successful when</b></p>
<ul style="list-style-type: none"> <li>Promote a positive image of Mission Australia within the local community and within the AOD sector.</li> <li>Participate in the development and implementation of an annual service plan and continuous quality improvement (CQI) principles and work within the WANADA Quality Framework.</li> <li>Maintain and submit relevant documentation in accordance with deadlines.</li> <li>Contribute to the achievements of agreed program capacity benchmarks.</li> <li>Develop strong and ongoing relationships and work in partnership with co-workers and other agencies/professionals within a collaborative framework that are based on principles of effective communication, mutual respect and trust</li> <li>Develop a safe working environment for self, colleagues, clients, and visitors by applying Work Health and Safety principles and the implementation of safe work practices</li> <li>Participate in planning and preparation for the service budget.</li> </ul>	<ul style="list-style-type: none"> <li>Participation in orientation and induction process; has developed an understanding of organisational policy and procedures; maintains professional integrity, demeanour, and appearance.</li> <li>Allocated activities are completed within timeframes.</li> <li>Documentation is maintained in compliance with funding body requirements, Mission Australia and program policy and procedures.</li> <li>Active contribution is made to staff and team meetings and informal discussions are initiated with other staff and Service Manager.</li> <li>WHS orientation is completed on time; participation in mandatory and other relevant in-service (internal &amp; external) training is maintained.</li> <li>Contribution is made to financial planning.</li> <li>Relevant equipment and needs of area of service are sourced.</li> <li>Participation in planning and budgeting activities.</li> </ul>
<p><b>Key Result Area 4</b></p>	<p><b>Administration and Compliance</b></p>
<p><b>Key tasks</b></p>	<p><b>Position holder is successful when</b></p>
<ul style="list-style-type: none"> <li>Templates are used in accordance with the direction of the Mental Health Commission.</li> <li>Develop and maintain tools for record keeping including Excel spreadsheets and Outlook calendars to ensure case managers are aware of their client's court reappearances and timeframes for reports are adhered to.</li> </ul>	<ul style="list-style-type: none"> <li>Data Collection entries around assessment, referral from and referral to, Court Report and Sentence Outcomes are maintained.</li> <li>Data Collection – Program Occasions are updated regularly and capture administration tasks as well as Court travel and Court attendance.</li> <li>Administrative tasks, notes and documents are thorough and consistent.</li> </ul>

<ul style="list-style-type: none"> <li>• Document clear and concise records including progress and outcomes submitting reports as required.</li> <li>• Maintain a working log of contact with clients, families, and support services.</li> <li>• Manage and administer multiple cases/tasks in a coordinated, efficient, and timely manner.</li> <li>• Adhere to all relevant internal and external policies and procedures, statutory and contractual requirements.</li> <li>• Participate in all required professional assessment and development programs to ensure required professional standing is upheld.</li> </ul>	<ul style="list-style-type: none"> <li>• The Program Manager is provided with client statistics monthly.</li> <li>• All paperwork is completed and correct and kept as required.</li> <li>• Approval is gained from Team Leader or coordinator before purchasing goods.</li> <li>• Professional standing is upheld, and all relevant development activities are completed</li> </ul>
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*Note - The duties listed in this position description are not all encompassing. Employees are required to perform other reasonable duties as requested.*

## 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 with at least one years' experience or Associate Diploma with relevant experience or less formal qualification with substantial years of relevant experience.
- Tertiary qualifications in community services, social work, AOD or related fields or willingness to obtain.
- Experience with clients dealing with issues including homelessness, poverty, abuse, mental health and the use and misuse of alcohol and other drugs, and knowledge of support services available to address these issues in a Western Australian
- Significant experience of using strengths-based and person-centred practices
- Case management and support planning.
- Excellent written and verbal communication skills.
- Relationship building skills.
- Report writing skills.
- Senior First Aid Certificate or willingness to obtain

### Key challenges of the role

- Providing information on the service to individuals, families and agencies.
- Conducting a thorough motivational assessment of the clients' issues and needs.
- Regular travel within the region.
- Presenting assessments to the team, making recommendations and advocating on behalf of the clients.

### 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

Linda Richardson

09.03.2021

Manager name



Approval date