



POSITION TITLE: PROGRAM COORDINATOR (AOD)

Position Title	Program Coordinator (AOD)	Program / Funding Stream	Alcohol and other Drugs
Position Classification	AOS 5 / HPCS 5 - 6	Finance Funding Code	DOH26
Reports To	Community Services Manager	Direct Reports	Case Workers (AOD) Community Support Worker
Program / Role Description	<p>Wurlinjang Health Service is an Aboriginal Community Controlled Organisation delivering primary and clinical health care services to the Aboriginal people in Katherine and surrounding communities. Wurlinjang prides itself on delivering a range of health and wellbeing services to the community in a style and manner that makes clients feel welcome and comfortable. The Alcohol and Other Drugs (AOD) Management program is funded to deliver and alcohol and other drug service targeting Aboriginal and Torres Strait Islander people residing in the Katherine region and their families. The service is required to promote individual and community wellbeing and reduce substance abuse through the provision of holistic, culturally appropriate alcohol and other drug harm minimisation, education, treatment, rehabilitation and after care services.</p> <p>The Program Coordinator role is responsible for the operational delivery, monitoring, and reporting of the program in accordance with the Project funding agreement. The Coordinator is accountable for the daily supervision of the service team in accordance with policies, procedures, standards, contracts and legislation. In addition to this the coordinator, in conjunction with their senior manager is required to work collaboratively with key stakeholders, including the NT Alcohol and Other Drugs Workforce Support Unit and the Kalano Alcohol Rehabilitation Centre to ensure a coordinated and integrated approach to the management of AOD in the community.</p>		
Qualifications	<p>Essential: Diploma in Community Sector Management or equivalent / Diploma in Counselling or Social Services</p> <p>Desired: Graduate Diploma of Community Services Sector / Degree in Social Services / Sciences or equivalent</p>		

- Essential:** Previous experience in the coordination / leadership of a community services program
- Desired:** Previous experience in case management / facilitation of support services in the field of alcohol and other drugs, preferably within an Aboriginal Medical Service or primary health care setting.

Experience

National Police Records Check and Working with Children's Clearance
 Current Northern Territory Driver's License

Prerequisites

Key Result Area	Responsibilities / Activities	Standard Measure
	<ul style="list-style-type: none"> □ Coordinate the delivery of the three components of the Wurlji AOD service:- <ul style="list-style-type: none"> • Treatment and counselling of clients with substance use issues (case managed) via other services / programs and services delivered to walk-in clients as identified / needed. • Intervention in community and family situations at risk of violence associated with excessive alcohol consumption, on an as needs basis • The promotion of safe drinking and alternative health living activities in community. □ Coordinate and monitor the service delivery and review and modify as necessary (in consultation with senior management) to ensure the service provides for:- <ul style="list-style-type: none"> • Appropriate age, gender and culturally appropriate protocols in relation to client care • A model of care that adheres to clinical standard and is underpinned by mental health evidence based appropriate therapies • Evidence based initiatives that address drug and alcohol issues, consistent with the principles of harm minimisation 	<ul style="list-style-type: none"> • Services delivered meets the stated objectives in accordance with the project agreement, Wurlji's Continuous Quality Improvement Program and related policies and procedures:- <ul style="list-style-type: none"> ○ Case management and support services to 60 individuals and 104 walk in clients ○ Referral and intake assessments completed and recorded for all potential clients ○ Effective coordination of all three service components ○ Appropriate processes in place to manage service delivery associated record keeping and outcomes achieved.
<h3>SERVICE DELIVERY</h3>		

- A strong focus on the cultural and spiritual dimension required to facilitate healing processes for clients
 - Supports the life skills capability building
 - Undertakes measures to ensure access to the service is maximised for Indigenous people from within a 40km radius of Wurlri
- Ensure the service team deliver an action based and integrated service response to referred and walk in clients.
 - Ensure an intake assessment is undertaken prior to a client being accepted into the program.
 - Coordination of the service teams operational delivery of the project to ensure it is in line with Wurlri policies, procedures, standards, legislation and project funding agreement
 - Ensure the AOD service team are providing appropriate and intensive case management and support services in accordance with the Wurlri and project specifications
 - Conduct regular case management meetings (once per week) to assess the broad progress of all clients
 - Ensure client services and activities (individual and group) are culturally safe, strengths based, solution focused with a focus on engagement, respectful relationships, practical outcomes and connectedness with community.
- Maintain Caseload of clients**
- Provide cultural appropriate and interpretative support and assistant to clients, their family, the community, and all other key stakeholders involved in the provisions of the program.
 - Support and encourage individuals, families and community to become involved in healthy lifestyle choices with a harm minimisation and harm reduction focus.
 - Assist prepare and ensure activities are designed to meet the needs of the client and facilitate and support client engagement in all activities

associated with Wurli treatment programs and engagement with external services.

- Deliver health promotion and health education messages and strategies in relation to alcohol and other drugs to clients.
- Partake in counselling / support session were relevant to ensure services being delivered are culturally appropriate.
- Maintain confidentiality and privacy principles of client information and files.

- Promote services, raise awareness of issues facing the target group and work in collaboration with other Wurli services and external agencies to achieve project goals
- Maintain a network of relevant government, community and business contacts in order to leverage support for the target group
- Participate in the regular monitoring and evaluation of the program and attendance and participation in Wurli weekly intake meetings

- Meet with senior manager on a quarterly basis to determine appropriate levels of service are maintained

PROGRAM DEVELOPMENT, NETWORKING & LIAISON

- Lead and supervise the service team to work effectively and deliver within the program requirements
- Supervision of the programs human resources in accordance with Wurli policies and procedures and the delegations framework of Wurli, including but not limited to: - leave approval, hours of work, payroll authorisation, absence, under performance etc.

- Co-operative and professional working relationships are developed and maintained

- Delegated Human Resource functions are completed in accordance with time frames and standards

HUMAN RESOURCES / TEAM SUPPORT

- Provide assistance with recruitment, selection and induction of staff
- Supervision and performance management of the client service team
- Implement a program of training and professional development for staff
- Ensure staff participate in an annual performance appraisal and develop an individual annual professional development / training plan and work plan.

- Proactive approach in management of staff request, grievances, disputes and performance

ADMINISTRATION & REPORTING

- Ensure quality service delivery is maintained through continuous improvement activities including case reviews, staff meetings,

- All administrative functions are actively undertaken, accurate and timely

	<p>planning forums, service reviews and the integration of client feedback.</p> <ul style="list-style-type: none"> <input type="checkbox"/> Ensure client files, data collection systems and service documentation are up to date; produce quality internal and external client and service reports as required. <input type="checkbox"/> Complete all associated administrative functions such as, finance, HR, risk assessment and asset management procedures in a timely fashion in accordance with Wurli procedures and standards. <input type="checkbox"/> Complete all reporting requirements to standard as required and within the required time frames. <input type="checkbox"/> Assist in the preparation of program reports and submission 	<ul style="list-style-type: none"> <input type="checkbox"/> Client / program records <input type="checkbox"/> Program Reporting <input type="checkbox"/> Finance administration <input type="checkbox"/> Human Resource administration <input type="checkbox"/> Other administration as identified
<p>WORKPLACE HEALTH & SAFETY</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Ensure your personal health and safety, and that of others in the workplace <input type="checkbox"/> Comply with any reasonable directions (such as safe work procedures, wearing personal protective equipment) given by management for health and safety <input type="checkbox"/> Promote and deliver in accordance with Wurli's risk management framework <input type="checkbox"/> Report all accidents, incidents, near misses and hazards immediately <input type="checkbox"/> Respond in line with risk management, incident management, reporting and escalation requirements in times of a crisis, emergency or following a complaint. <input type="checkbox"/> Actively contributes to the Risk Mitigation strategies at Wurli and undertakes risk assessments across the program area as required. 	<ul style="list-style-type: none"> <input type="checkbox"/> Adheres to Risk Management and WH&S Policy and Procedures at all times
<p>CORPORATE IDENTITY</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Drive and lead the service culture in line with Wurli vision and values. <input type="checkbox"/> Act as a role model for staff and clients <input type="checkbox"/> Maintain professional networks that allow for good service delivery and continuity of care for patients <input type="checkbox"/> Act in accordance with Wurli's Code of Conduct 	<ul style="list-style-type: none"> <input type="checkbox"/> Leads by example and promotes Wurli's Values and image of the organisation and program. <input type="checkbox"/> Acts in a professional manner and maintains the reputation of the organisation and profession / service

Personal Characteristics / Qualities

Job Competencies (Skills and Knowledge)

- Collaborative: Encourages and cooperates with others to achieve common goals
- Innovative: Generates options and ideas ; finds ways to work better and smarter
- Analytical: Collects, organises and applies information relevant to specific needs and outcomes
- Service –user focused: Committed to and acts for well-being of internal and external service users, ensures needs of service users remain key focus
- Excellent organisational and time management skills
- Willingness to work within Wuri’s values and vision and adhere to quality improvement practices, policies and procedures
- Demonstrated knowledge and understanding of Indigenous societies and culture, including issues affecting Indigenous people in contemporary Australian Society and knowledge of Katherine and surrounding communities
- A demonstrated ability and commitment to supervise and lead a small team
- Demonstrated ability and to coordinate and deliver a high quality service within specified parameters
- High level communication skills and a demonstrated willingness and ability to represent the organisation externally, including managing and developing essential stakeholder relationships and partnerships.
- Computer skills including the ability to use MS Office Suite, MS Outlook or equivalent.
- Excellent written, communication and listening skills
- Recognised qualifications in case management / counselling
- Previous experience in AOD support service delivery and education



3/11/22

Peter Gazey

Chief Executive Officer

Date: