



**POSITION TITLE: COMMUNITY SUPPORT WORKER (AOD)**

<b>Position Title</b>	Community Support Worker (AOD)	<b>Program / Funding Stream</b>	AOD Management Program / KISP
<b>Position Classification</b>	HPCS Level 1	<b>Finance Funding Code</b>	PMC40
<b>Reports To</b>	Program Coordinator	<b>Direct Reports</b>	Nil
<b>Program and Role Description</b>	<p>Wurli-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. Wurli 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 Community Support provides for the integration of cultural authority and culturally safe practices in assisting the program team deliver services to the community, by assisting to establish and maintain positive relationships with individuals, families and communities. The role is required to maintain a link between Wurli and their clients who are utilising our services and act as role model for Aboriginal and Torres Strait Islander people by modelling appropriate healthy lifestyle behaviours within a harm minimisation and reduction framework.</p>		
<b>Qualifications</b>	<b>Essential:</b>		
	<b>Desired:</b> Certificate II in Community services / Certificate II in Family Wellbeing		
<b>Experience</b>	<b>Essential:</b>		

	<b>Desired:</b> Previous experience in a similar role with professional development in the AOD field. Demonstrates an understanding of Aboriginal Culture relevant to Katherine town and Local communities.	
<b>Prerequisites</b>	National Police Records Check and Working with Children's Clearance Current Northern Territory Driver's License	
<b>Key Result Area</b>	<b>Responsibilities / Activities</b>	<b>Standard Measure</b>
<b>SERVICE DELIVERY</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> To bring high level cultural capital, authority and authenticity to the Wurli AOD Program</li> <li><input type="checkbox"/> To be a cultural mentor and guide to non-indigenous team members</li> <li><input type="checkbox"/> Build and maintains relationships based on trust, support and growth with eligible individuals, their families, team colleagues and community members.</li> <li><input type="checkbox"/> Actively participates in Program education and acquire the knowledge and skills to support the ongoing provision of the Program;</li> <li><input type="checkbox"/> Introduces the program to prospective clients and provides advice to the team on issues that may positively influence the client's experience within the program.</li> <li><input type="checkbox"/> Work within organisational and program policies to ensure a high standard of service delivery</li> <li><input type="checkbox"/> Provide transportation services for clients as required</li> <li><input type="checkbox"/> Provide cultural appropriate and interpretative support and assistant to clients, their family, the community and all other key stakeholders involved in the provision of the program.</li> <li><input type="checkbox"/> Support and encourage individuals, families and community to become involved in healthy lifestyle choices with a harm minimisation and harm reduction focus</li> <li><input type="checkbox"/> Assist prepare and ensure activities are designed to meet the needs of the client and facilitate and support client engagement in all activities</li> </ul>	<ul style="list-style-type: none"> <li>• Services delivered meets the stated objectives in accordance with the funding agreement, Wurli's Continuous Quality Improvement Program and related policies and procedures:- <ul style="list-style-type: none"> <li>○ Consistent delivery in support services to clients</li> <li>○ Completion of allocated health promotion and education activities</li> <li>○ Confidentiality and privacy principles adhered to</li> <li>○ Delivery of services in a culturally safe and appropriate manner</li> </ul> </li> </ul>

	<p>associated with Wurli treatment programs and engagement with external services</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Deliver health promotion and health education messages and strategies in relation to alcohol and other drugs to clients</li> <li><input type="checkbox"/> Partake in counselling / support session were relevant to ensure services bring delivered are culturally appropriate.</li> <li><input type="checkbox"/> Maintain confidentiality and privacy principles of client information and files</li> </ul>	
<b>PROGRAM DEVELOPMENT, NETWORKING &amp; LIAISON</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Promote the AOD service widely throughout the Katherine Aboriginal and Torres Strait Islander community</li> <li><input type="checkbox"/> Continually provide for liaison with communities and other Aboriginal organisations and related health and social services.</li> </ul>	<ul style="list-style-type: none"> <li>• Active involvement and contribution to networking, advocacy, monitoring and evaluation of the program</li> <li>• Maintain sound relationships with the community and key stakeholders</li> </ul>
<b>TEAM SUPPORT / SUPERVISION</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Actively participate and contribute to team meetings</li> <li><input type="checkbox"/> Participate in clinical governance, work health and safety, quality and accreditation processes and other activities and processes as appropriate.</li> </ul>	<ul style="list-style-type: none"> <li>• Co-operative and professional working relationships are developed and maintained</li> </ul>
<b>ADMINISTRATION &amp; REPORTING</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Maintain all other necessary documentation to ensure that service user files and written information is up-to-date, complete and consistent with program standards,</li> <li><input type="checkbox"/> Provide briefings and reports to the program coordinator as required.</li> </ul>	<ul style="list-style-type: none"> <li>• Administrative functions such as client interactions and other records are entered into the health information system are actively undertaken, accurate, timely and in accordance with record keeping</li> </ul>
<b>WORKPLACE HEALTH &amp; SAFETY</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Ensure your personal health and safety, and that of others in the workplace</li> <li><input type="checkbox"/> Comply with any reasonable directions (such as safe work procedures, wearing personal protective equipment) given by management for health and safety</li> <li><input type="checkbox"/> Promote and deliver in accordance with Wurli's risk management framework</li> </ul>	<ul style="list-style-type: none"> <li>• Adheres to Risk Management and WH&amp;S Policy and Procedures at all times</li> <li>• Access personal well-being resources via <a href="http://www.aodknowledgecentre.com.au">www.aodknowledgecentre.com.au</a></li> </ul>

	<input type="checkbox"/> Report all accidents, incidents, near misses and hazards immediately	
<b>CORPORATE IDENTITY</b>	<input type="checkbox"/> Promotes and embodies Wurli's vision and values <input type="checkbox"/> Act as a role model for staff and clients <input type="checkbox"/> Act in accordance with Wurli's Code of Conduct	<ul style="list-style-type: none"> <li>• Acts in a professional manner, leads by example, promotes the organisation and maintains the reputation of the organisation and profession / service</li> </ul>
<b>Personal Characteristics / Qualities</b>		<b>Job Competencies (Skills and Knowledge)</b>
<ul style="list-style-type: none"> <li>• Willingness to work within Wurli's values and vision and adhere to quality improvement practices, policies and procedures</li> <li>• Presents a personal image and demeanor that promotes credibility and is appropriate to work setting and role</li> <li>• Treats others with dignity &amp; respect</li> <li>• Is proactive and self-motivated</li> <li>• Sound time management skills with a pro-active approach to timely follow up and completion of tasks.</li> <li>• Encourages and cooperates with others to achieve common goals</li> </ul>		<ul style="list-style-type: none"> <li>• Willingness to work within Wurli's values and vision and adhere to quality improvement practices, policies and procedures</li> <li>• Demonstrated knowledge and understanding of the indigenous communities within the Wurli service area</li> <li>• Ability to develop and cultivate sound community and client relationships and communicate sensitively and effectively with indigenous people (Bilingual oral communication skills)</li> <li>• Sound written communication skills</li> <li>• Sound listening skills</li> <li>• Basic computer skills</li> <li>• Group facilitation skills Sound written, communication</li> </ul>