



POSITION DESCRIPTION

Position Title	Support Worker
Directorate:	Rehabilitation Services
Program	Therapeutic Community Grampians
Award/Agreement	Windana Drug and Alcohol Recovery Inc. Enterprise Agreement 2016
Classification	Level 3
Reports to	Team Leader TC Grampians
Direct reports	NIL
Employment Type	Part-Time (0.8 FTE) – Shift Work
Date of Review	22/01/2020

The Organisation
<p>Windana is a leading Melbourne-based drug and alcohol treatment organisation specialising in holistic, client-focused recovery services. For more than 30 years, we have been helping people rebuild their lives in a safe, caring environment, supporting our clients wherever they are in the recovery process.</p> <p>Windana assists close to 1500 people across Victoria per annum by providing AOD treatment services including residential withdrawal services, residential rehabilitation and a suite of non-residential services.</p> <p>Windana is a QIP accredited organisation currently employing over 150 highly experienced staff delivering excellent services across multiple sites.</p> <p>Our Mission Helping people to rebuild their lives.</p> <p>Our Vision We will provide a range of complementary treatment services to support individuals and families to assist them to recover from the harmful effects of drugs and alcohol. We will draw on our specialist expertise to increase community understanding of drug and alcohol related issues and we will develop a pro-active, educative focus to our work.</p> <p>Our Principles</p> <ul style="list-style-type: none"> • Provide a range of approaches and give attention to all aspects of an individual. • Provide unflagging belief and support for individuals who wish to change and grow. • Respect differences in culture, religion, gender, age, family situation, background and economic status. • Commit to honesty and respect in all our relationships. • Draw on our expertise to develop new approaches to support treatment information and community education. • Develop processes and practices that are open, fair and honest. <p>What we believe We believe that people can rebuild their lives.</p>

Program Information									
<p>The Therapeutic Community (TC) residents rehabilitate by exploring their own life experiences and learning from the experience and insights of others. In education, therapy, and work groups which form the basis of the daily routine everyone has an opportunity to explore new ways of experiencing life. The TC is all about change and growth in a supportive and non-judgmental environment. Grampians TC is a purpose-built facility which commenced operation in 2019.</p>									
Position Objective									
<p>Directly accountable to the Team Leader, the Support Worker is a community member that ensures the TC is a safe and supportive environment for residents to participate in treatment. The Support Worker provides support and care, performs administration duties, assists with medication administration and ensures 'community as method' is evident through role modelling and enacting a rational authority role. The position works across a 24-hour roster and may involve weekday, weekend, sleepover and overnight stand-up work.</p>									
Position Responsibilities									
<ul style="list-style-type: none"> • Ensure Community as Method is evident and promoted within the Therapeutic Community • Develop a working knowledge of the Australasian Therapeutic Community Essential Elements (ATCEE's) • Provide support for the needs of clients seeking treatment for their AOD use • Provide a supportive environment in which substance users can recover from their substance of dependence consistent with the therapeutic community model • Utilise brief intervention, de-escalation strategies and motivational interviewing to assist residents in treatment • Assist Nursing Staff with medication administration • Provide support to residents attending off-site appointments • Produce professional and comprehensive documentation including but not limited to handover notes, communication book entries, case notes and incident reporting • Participate in all community activities i.e. food preparation, groups • Effectively utilise escalation process and the on-call system • Develop a thorough working understanding of all emergency procedures and OHS requirements • Ensure administration tasks are completed within the prescribed timeframes • Competently communicate with the broader community, other Windana programs, allied health and community agencies • Other duties as directed by line manager 									
Key Working Relationships									
	<table border="1"> <thead> <tr> <th>Internal:</th> <th>External:</th> </tr> </thead> <tbody> <tr> <td>Windana Staff</td> <td>Support Agencies and workers</td> </tr> <tr> <td>Clients/residents</td> <td>AOD Agencies</td> </tr> <tr> <td></td> <td>Allied Health professionals & GPs</td> </tr> </tbody> </table>	Internal:	External:	Windana Staff	Support Agencies and workers	Clients/residents	AOD Agencies		Allied Health professionals & GPs
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Clients/residents	AOD Agencies								
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Selection Criteria									
Mandatory Skills & Competencies									
<ul style="list-style-type: none"> • Experience working/volunteering within the AOD or mental health sector • Ability to work, participate and contribute within a multidisciplinary team 									

- Understanding of the Therapeutic Community model – ATCA Essential Elements
- Ability to write case notes and other essential documentation
- Ability to abide by the Agency’s undertaking re: confidentiality

Qualifications

- Minimum Certificate IV in AOD or other relevant health qualification
- Additional qualifications in addictive behaviour or commitment to work towards it

Desirable Skills & Competencies

- Previous experience working within a Therapeutic Community or residential setting
- Qualification and/or training in mental health

Additional Requirements

All employees are required to:

- Obtain a valid Working with Children Check for this position; a police check will be administered for preferred candidates.
- Report to management any criminal charges or convictions you receive during the course of your employment
- Comply with relevant Windana clinical and administrative policies and guidelines.
- Comply with and accept responsibility for ensuring the implementation of health and safety policies and procedures
- Fully co-operate with Windana in any action it considers necessary to maintain a working environment, which is safe, and without risk to health
- Protect confidential information from unauthorised disclosure and not use, disclose or copy confidential information except for the purpose of and to the extent necessary to perform your employment duties at Windana
- Safeguard children and young people in our care, by ensuring that your interactions are positive and safe, and report any suspicions or concerns of abuse by any person internal or external to Windana management. Windana is committed to child safety and is a Child Safe organisation
- Be aware of and comply with the Windana Code of Ethics and Practice
- Current First Aid certificate or willingness to undertake
- Have a current Victorian Driver’s license
- Have valid working rights to work in Australia

General Information

- Employment terms and conditions are provided in accordance with the Windana Drug and Alcohol Recovery Inc. Enterprise Agreement 2016
- This position works across a 24-hour roster and may involve weekday, weekend, sleepover and overnight stand-up work.
- All positions at Windana are subject to on-going government funding.
- Remuneration Packaging is available in accordance with current legislation.
- Windana is an equal opportunity employer and is committed to providing for its employees a work environment which is free of harassment and/or discrimination. The organisation promotes diversity and awareness in the workplace.
- Under the Accident Compensation Act, it is the applicant’s duty to advise Windana of any pre-existing condition, which could be aggravated by the type of employment they are applying for. Failure to do so seriously jeopardises any entitlement the employee might have for a work-related aggravation of that non-disclosed pre-existing condition.
- This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all

responsibilities, duties and skills required. Windana reserves the right to modify position descriptions as required. Employees will be consulted when this occurs

- Redeployment to other services or sites within Windana may be required

I confirm I have read the Position Description, understand its content and agree to work in accordance with the requirements of the position.

Employee Name:

Employee Signature:

Date: