






### Our Vision

*A compassionate society that takes an informed, health-first approach to alcohol and other drug use*

### Our Mission

*To empower individuals, families and communities to maximise health and wellbeing, by working in partnership and without judgement*

### Our Values

 Integrity
  Compassion
  Acceptance
  Respect
  Excellence

## Position Description

<b>Position Title:</b>	Alcohol and Other Drug (AOD) Support Worker
<b>Program:</b>	Arcadia House & All programs as required
<b>Classification</b>	Community Services Employee (CSE) Level 1
<b>Position Repots To:</b>	Program Supervisors
<b>Position Outline:</b>	This position provides support to the Directions programs as required.

### Key Accountabilities

- ❖ Provide support to Directions programs in an effective and mature manner
- ❖ Provide accurate information regarding Directions programs to clients
- ❖ Maintain client confidentiality and appropriate boundaries at all times
- ❖ Participate in ongoing quality improvement and safety framework

### Duties and Responsibilities

- Provide support and assistance to the Directions' Programs
  - Needle and Syringe Program (NSP) in both locations, including dissemination of free injecting equipment, resources and information
  - Treatment & Support Services Team (including Reception)
  - Arcadia House, including transporting of clients when required
- Actively engage with clients to provide information and referrals
- Attend to any reporting requirements including statistical entry
- Undertake training as required by the organisation including NSP training
- Provide referral information regarding Directions' programs, and services offered by other drug and alcohol and welfare organisations
- Provide information and referrals for people wanting to access treatment options for their drug use
- Liaise with other stakeholders such as ACT Health, CAHMA etc to assist to develop resources, supports and programs which will benefit NSP clients
- Other duties within the range of this classification as required
- Takes responsibility to work in accordance with health and safety guidelines and follow the Policy & Procedures of the organisation
- Participate in staff and team meetings

## Selection Criteria

### 1. Qualification and Experience

- Cert IV Qualification in AOD and/or experience in Alcohol, Tobacco and Other Drugs work including experience in a Needle Syringe Program or working towards a qualification

### 2. Skills, Knowledge and Capabilities

- Proficient in using the Microsoft Office suite of applications
- Excellent communication and interpersonal skills, combined with a proactive and hands-on attitude
- An understanding of the issues this client group may experience
- Demonstrated ability to work effectively with minimum supervision in a small flexible team environment
- An understanding of the principles of harm minimisation
- Has a thorough understanding of the importance of personal and professional boundaries, ethical behaviour, policies and procedures

### 3. Behaviours

- Reliable, punctual and mature attitude to work
- A commitment to the mission and values of the organisation
- Ability and a commitment to effectively engage with staff, and with clients from a marginalised background, in a non-judgemental courteous and respectful manner

### 4. Other Requirements

- A current First Aid Certificate or willingness to obtain
- Employment is subject to a satisfactory AFP National Police Check and Working With Vulnerable People Registration
- Australian Citizenship or suitable rights to work in Australia
- A current Driver's Licence
- Availability for evening, overnight and weekend shifts (Arcadia House)

***Directions is a Non-Government Not for Profit Organisation funded by the Commonwealth and ACT Governments, and all positions and employment agreements are subject to the availability of funding.***

***I acknowledge that I have read and understand the duties and responsibilities required of me in this position and that my supervisor will provide any further clarification required.***

.....  
**Employee Signature**

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**Date**