

## POSITION DESCRIPTION

# Hope Centre Duty Worker

## POSTC2075

ISO9001 | Approved by Eric Allan | Next Revision: 23/04/2022



<b>Location:</b>	Bairnsdale
<b>Classification:</b>	SCHADS Level 2
<b>Reports To:</b>	Treatment House Administrator
<b>Direct Reports:</b>	N/A

### The Organisation

Odyssey House Victoria (OHV) is a place of hope and positive change for individuals working towards breaking their pattern of addiction. At OHV we believe that every person should have the opportunity to change and grow. Our diverse teams work with individuals, families and communities to reduce drug use, improve mental health and reconnect people to their family and the community.

### Hope Centre

The Hope Centre is one of three residential rehabilitation facilities operated by Odyssey House Victoria. Establishment of the centre came together through a unique partnership between the Hope Restart Board and Odyssey House Victoria, with funding contributions from the Commonwealth and State Governments, and from the community. Ongoing operational funding is provided by the Victorian State Government.

Using a therapeutic community model, the program offers a holistic treatment experience for those seeking help for problematic drug or alcohol use. To enhance individual motivation for change, the Therapeutic Community combines meaningful work and recreational activities, with therapeutic group work and skills development, in a physically and psychologically safe environment. An essential element of the model is the individual clients' relationship to the peer community.

### Position Objective

The position contributes to the life of the therapeutic community (TC) by liaising closely with residents and other staff and assists in TC processes to foster safe, therapeutic relationships within an atmosphere of mutual acceptance and harmony. The key purpose of the position is to provide appropriate operational responses to resident issues and in conjunction with clinical staff support residents in treatment to establish healthier lifestyles free of problematic alcohol and drug use.

## Role Responsibilities

- Facilitating the functioning of the residential facility (including after hours and on weekends), ensuring appropriate communication and feedback is provided;
- Holding the staff keys and being the first point of contact for resident issues;
- Facilitating group sessions, including managing conflict through the communicate process;
- Communicating and disseminating information to residents effectively managing the various emotional responses by utilising counselling skills and therapeutic community techniques (e.g., Directive, Encouraging, Supportive and Inconspicuous).
- Implementing appropriate responses to events occurring within the program by consulting with senior and support staff where necessary;
- Supporting the organisation of house activities for residents (e.g. games, music, art, other recreational activities);
- Performing a variety of operational tasks adhering to day-to-day, evening and weekend schedules;
- Providing handover to relevant staff and attending hand over meetings where appropriate;
- Managing after hours petty cash in accordance with TC cash handling procedures;
- Attending to basic first aid requirements of residents;
- Administering medication as prescribed, including organising emergency medical appointments as necessary;
- Keeping accurate administrative records as required;
- Modelling appropriate behaviours and boundaries with residents.
- Fulfilling duties of a First Aid Officer (compensated through FAO allowance)
- Undertaking other duties as directed.

## Quality

- Participating in the ongoing development and implementation of quality assurance systems and processes that enable a culture of continuous improvement;
- Actively using and promoting the Business Management System (BMS) and ISO Quality assurance standards and practices in day to day work activity;
- Actively promoting and adhering to the OHV Child Safety policy and procedures to assist OHV to maintain a child safe organisation and support colleagues to engage in child safe practices.
- Modelling appropriate workplace health and safety practices to staff and residents and contributing to the development of a safe working environment.
- Contributing to team activities by participating in staff meetings, program development and review;
- Participating in and supporting reviews of standards in the TC including “Community of Community” reviews;
- Participating in ongoing professional development programs and activities.

## Key Selection Criteria

1. Demonstrated ability to engage residents in dialogue and develop a therapeutic relationship to facilitate a meaningful TC experience.
2. Ability to resolve conflict and work with difficult and demanding clients
3. Ability to take initiative and capacity to work independently, adapting to changing organisational needs.

4. A comprehensive understanding of alcohol and drug substance abuse and an understanding of residential rehabilitation services.
5. Strong organisational and highly developed interpersonal and communication skills (both verbal and written) with a consultative approach to addressing issues.
6. Demonstrated knowledge of record keeping methods, administrative procedures, confidentiality and privacy protocols.
7. Demonstrated ability to work effectively in a team environment, be open to giving and receiving feedback, and recognise and resolve interpersonal conflict.
8. Ability to effectively communicate with a wide variety of agencies and individuals at various levels

## Essential Requirements

- Cert IV in Alcohol or Other Drugs and/or a diploma in Health, Mental Health or Allied Health with a minimum of the AOD Skill Set for Health Professionals (or commitment to obtain one of these within 12 months of employment). See Appendix A.
- Empathy for those whose lives have been affected by problematic alcohol and other drug use/ and or mental health disorders.
- All staff may be required to witness urine screens and administer blood alcohol content testing. Urine screen testing is completed on a gender specific basis, with aligned genders as witnesses in testing process.
- Satisfactory outcome of a confidential Police Check and Working with Children Check. OHV is committed to child safety and is a child safe organisation.
- Possession of a current Victorian Driver's Licence.
- First Aid Certificate.
- Information technology skills, including proficiency in Microsoft Office suite.
- Eligibility to work in Australia.

## Desirable Requirements

- Current knowledge of OH&S practices
- Experience working within a Therapeutic Community model.

## Therapeutic Community Expectations

### All Therapeutic Community staff are expected to:

- Work in an open, honest and reflective style participating as members of the staff group
- Be responsive and flexible to the needs of the TC as such needs arise, including participating in out of hours duties as required, unscheduled meetings, events and other tasks
- Model behaviours and attitudes in keeping with the objectives of the TC bound and at all times act in accordance with the staff code of conduct and resident bill of rights
- Share information about the work of the TC with visitors, interest groups, statutory bodies and professional associations as part of OHV's commitment to informing others of our work
- Promote the benefits of improved lifestyle and mental health free of substance abuse and other self-defeating anti-social behaviours amongst the staff and residents.

## **\*Appendix A**

### **AOD Competencies**

Ongoing training requirements and the attainment of AOD competencies relevant to the position will be determined with the manager. Where determined as necessary to the role, OHV will invest in the person's professional development by providing them through its RTO. The timeframe for completion of the minimum competencies is to be agreed between the manager and employee.

The essential competencies are:

- CHCAOD001 - Work in the AOD sector
- CHCAOD004 - Assess needs of clients with AOD issues
- CHCAOD006 - Provide interventions for people with AOD issues
- CHCAOD009 - Develop and review individual AOD treatment plans