

About Us

Anglicare Victoria works with children, young people, individuals, and families. We prevent harm and empower people to overcome challenges and achieve their full potential.

We believe in families and know that with access to the right support every family can grow and achieve their goals.

We work with families towards positive change. Whether it be a helping hand in a time of crisis or providing longer-term support and care. We partner with local communities, the private and public sectors, and our donors to deliver better results.

Supporting tens of thousands of Victorians every year, our 2000+ staff and volunteers operate from more than 90 sites across the state, as well as delivering assistance online, at home and in the community. We are Victoria's largest provider of Out of Home Care and Family Services, and one of Australia's most innovative agencies in working with vulnerable children youth and families.

Alcohol & Other Drug Services

Anglicare Victoria's Alcohol and Other Drugs (AOD) services operates via a number of programs which aim to reduce harm and prevent relapse. Our trauma-informed employees meet young people, adults and families where they are at in their journey and work to support safety, understanding and compassion for everyone involved in the recovery process. We provide counselling, consultancy and continuing care to individuals using substances, families and friends of individuals using substances, individuals currently involved in the criminal justice system and professionals needing assistance in working with and supporting using substances. We also work with families to support the Reunification Program, which provides counselling, consultancy and continuing care to parents whose children are subject to a Family Reunification Order, children who are impacted by the Family Reunification process, working in collaboration with Child Protection from a shared care approach and providing assessment and ongoing treatment for parents, their children and family members under a Family Therapy model.

Position Specifications

The below outlines some specifics about the position:

Service Stream/Function:	Alcohol and Other Drugs
Program:	N/A
Reports To:	Team Leader
Direct Reports:	N/A
Internal Stakeholders:	All relevant stakeholders to enable continual improvement to the design and implementation of our service.
External Stakeholders:	All relevant stakeholders to enable continual improvement to the design and implementation of our service.
Classification:	SCHADS Level 3

Qualifications/Licences

Required:

- Certificate IV in Mental Health Peer Work or Intentional Peer Support training (SHARC)
- Peer Workforce experience
- Full Victorian Drivers Licence

Desirable:

- To be enrolled or completing Alcohol and Drug specific qualification, Dual Diagnosis competencies or course such as Alcohol and Other Drugs Skill Set (course code CHCSS00093)
- First Aid Certificate - Willing to complete if successful
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Knowledge and skills

- Developing experience in providing AOD services to either children, young people, adults, or families, supported by senior employees/Team Leader.
- Developing an understanding of the principles of harm minimisation and approaches to the treatment of AOD problems including relapse prevention.
- Developing knowledge in the models of contemporary approach to AOD work.
- Developing an understanding in working with dual diagnosis clients.
- Ability to be receptive and flexible to new ideas and the capacity to adapt to changing work demands and circumstances.
- Good communication skills (written and oral).
- Developing an ability to liaise with both internal and external stakeholders.
- Ability to listen, problem-solve and resolve conflicts through well-developed conflict resolution skills.
- Ability to self-reflect, take on board feedback, and use supervision opportunities to improve one's practice and leadership.

Personal Qualities

- **Initiative and responsibility:** identify and share ideas for improvement with the team to increase effectiveness of how we work collectively and individually and take responsibility for own work and actions.
- **Drive and commitment:** ability to lead with best practice and set a high standard; motivated and positive approach to new challenges.
- **Teamwork and collaboration:** ability to support and promote a positive team culture of collaboration, inclusiveness, and respect.
- **Resilience:** the ability to maintain best practice while working under challenging circumstances such as working with those exposed to significant trauma.
- **Self-Development:** the desire to continually develop, inquire and learn through on-the-job experiences, exposure through participating in events, mentoring and education

Your Contribution (responsibilities)

The key contributions in the role are outlined below:

Role Specific

- Provide one to one and group peer support to consumers, using personal lived experience to provide a model of hope and recovery.
- May provide practical assistance, where it's appropriate to assist clients to achieve recovery goals.
- Assist consumers with recovery and wellness planning to help gain a sense of control and empowerment over their lives by building on strengths and resources and in turn, build self-advocacy.
- Facilitate the exit process from AV services, providing support during the transition away from treatment.
- Run peer support groups, facilitating the space, and encouraging engagement between consumers.
- Facilitate consumers providing feedback during service and post discharge.
- Attend IPU with clinicians, providing a touch point for consumers prior to engagement with AV.
- Provide bridging support as a touch point with consumers waiting for treatment.
- Collaborate with AOD clinicians to support consumers in achieving their treatment goals.
- Support consumers to maintain engagement with AOD counsellor and or Care Recovery Clinician
- Actively participating in regular supervision or development with the Line Manager, Clinical Practitioner, Lead Practitioner, other senior employee, group supervision, and internal and external peer supervision.
- Build and design peer workforce alongside consumers.
- Provide secondary consults to AOD counsellors where needed.
- Participate in care team meetings and attend Communities of Practice.
- Support ongoing evaluation of the peer program.
- Actively participate in a series of formal learning and development opportunities for the purpose of upskilling and maintaining employment in the AOD sector.
- Working closely and holistically with people exhibiting high-risk behaviours in the community to reduce the individual's problematic substance use and associated harms with the aim of improving their long-term health and wellbeing outcomes.
- Enhancing the ability of individuals, family members and significant others to respond to substance issues.
- Assisting participants to utilise support networks within friendship groups and community groups.
- Developing good working relationships with Aboriginal and Torres Strait Islander services, families, and communities; to ensure stronger outcomes for Aboriginal children and young people and engaging our AV Cultural Advisors to support our young people to connect to culture.
- Proactively engaging with other service providers, stakeholders, and agencies to promote integration of the service in the community and to enable the development of best practice in the field.
- Applying sound decision making in respect to day-to-day program requirements.

General

- Ensure familiarity and compliance with all governance, policies, and procedures.
- Adhere to all legislation, program requirements and relevant procedures relating to service provision.
- Undertake mandatory training within the required timelines. Participate in other training and development opportunities to ensure all necessary qualifications, skills, certificates, and clearances are obtained to meet the position requirements.
- Maintain appropriate and accurate case notes, records, reports and data-input, in line with the service area and function/position requirements.
- Attend client meetings, team meetings, workshops, and conferences, as required.
- Ensure privacy and confidentiality is always upheld.
- Professionally represent AV and our services at forums, meetings, and training with external agencies.
- Contribute to the development of continuous improvement and initiative strategies.
- Embrace and use new ways of working to enhance collaboration, effectiveness, and outcomes.
- Individuals may be required to undertake reasonable travel, as part of their position or duties.
- It is an inherent requirement of the position to have (and commit to providing) significant flexibility to perform work outside of standard office hours to service the needs of the client. By accepting this position, you commit to working within the parameters of such flexible hours.

Our Commitment to Health, Safety & Wellbeing

AV is committed to ensuring the health and safety of its employees and any other individuals present in our workplaces.

All AV employees, contractors and volunteers are required to:

- take reasonable care for themselves and others who may be affected by their acts or omissions
- contribute to, and be involved in, the organisation's ongoing management of health and safety activities, including consultation
- follow all workplace health and safety policies and procedures implemented
- participate in relevant health and safety training and inductions based on roles and responsibilities.

Our Commitment to Inclusion

AV strives to be an inclusive, safe and responsive organisation that promotes diversity and actively supports inclusion for people and communities identifying as, but not limited to Aboriginal and Torres Strait Islander, LGBTIQ+, people with disabilities, people from diverse cultural, racial and linguistic backgrounds, people of all ages, people with caring responsibilities, and people with diverse religious beliefs or affiliations and people with lived/living experience of services similar to those delivered by AV.

All AV employees, contractors and volunteers are required to:

- take reasonable care to respect differences, to foster a workplace that is safe, healthy, positive, supportive, and free from all forms of harassment, bullying and discrimination.
- undertake all interactions with clients, families and co-workers in a culturally sensitive manner and take appropriate account of cultural, racial and linguistic diversity.
- address any unacceptable behaviour witnessed or experienced within the workplace directly with the individual/s responsible, if safe to do so or report to a relevant Supervisor or Manager.

- participate in and contribute to training, events and learning opportunities to celebrate differences, increase awareness and understanding of diversity, equity, and inclusion; and
- raise concerns and or complaints in a constructive manner, including identifying possible solutions.

Our Commitment to Child Safety

AV is committed to protecting children and young people from all forms of harm and abuse.

As an employee you are required to report any concerns raised by, or on behalf of, children and young people in accordance with mandatory reporting, reportable conduct, and incident management procedures. Everyone at AV has a role to play in keeping children and young people safe.

Employment Screening and Required Certificates

Anglicare Victoria conducts safety screening practices for all preferred applicants. Safety screening must be satisfied prior to formal offers of employment being made and must be kept current to ensure ongoing employment. These include but are not limited to:

- an Australian Criminal History Check,
- an International Criminal History Check for those who have lived outside of Australia for longer than 12 months within the last ten years,
- a Current Employee Working with Children Check,

The responsibilities listed within this document have been identified as the primary functions of the position. Additional responsibilities not listed may be required; these may change from time to time to reflect the needs of our clients and the service but will remain at the same level of responsibility aligned to this position.