

## Position Description

### Family Support Worker – Alcohol & Other Drugs

Primary Care Connect is a local, not-for-profit organisation who has proudly supported our community for over 30 years. Operating under the social model of health, we offer inclusive community health care services of the highest quality. We work collaboratively with our clients and other services to best support the health and wellbeing needs of all people. We pride ourselves on providing trauma informed, person centered and consumer driven care that allows people to take control of their lives and bring about meaningful change.

Visit our website [www.primarycareconnect.com.au](http://www.primarycareconnect.com.au) for our organisations vision, journey and strategic direction.

**Award:** *Community Health Centre (Stand Alone Services) Social and Community Service Employees Multi Enterprise Agreement*

**Classification:** *Level 3*

**Probation Period:** *Six-months from start of employment*

**Documentation:** *All positions will require a National Police Check, Valid Victoria Working with Children Check, proof of valid qualification credentials prior to commencing employment.*

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#### Primary Care Connect Vision

Everyone in our community is connected, supported and empowered to lead safe, healthy and happy lives.

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#### Primary Care Connect Values

It is a requirement of all positions that all work will be undertaken in line with Primary Care Connect values as follows:

- Individuality: We recognise everyone is unique and we strive to understand and build on their strengths.
- Growth: There are many different paths to a solution, and we support people on their journey.
- Meaningful Connections: We bring our focus and skill to build meaningful connections.
- Community: Through equity and quality, we strive to improve the health and wellbeing of our community.

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#### Position Summary

The Family Support Worker-Alcohol and Other Drugs works across two programs (Family Resource Program and Family Drug Support Program). The Family Resource Program provides support to families where the person has an AOD issue or is a family member of

someone with an AOD issue. The Family Drug Support program coordinates delivery of education, groups and support programs for family members of someone with an AOD issue.

## **Position Context**

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### Family Resource Program:

The Family Resource Program provides support to families with children 16 years of age or younger who:

- have been/are currently engaged with an AOD youth program
- those who are affected others of a family member with an AOD issue

The Family Resource Program supports clients with coordinated access to a comprehensive and integrated system of care and provides information, referral and treatment to meet the client's goals.

### Family Drug Support Program:

The Family Drug Support (FDS) Program develops and delivers a project plan to support family members of people with an AOD issue. This plan includes delivery of group education programs, facilitating support groups and delivering short term family sessions (up to 3 sessions) utilising a single session framework approach. This role does not provide case management or counselling beyond the allocated 3 sessions.

## **Key Performance Indicators**

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- Family Resource Program
  - Achieve 12 Episodes of Care per financial year where at least significant goal was achieved by the client during the support period
- Family Drug Support Program
  - Facilitate and coordinate the FDS monthly support group (10 sessions per year)
  - Deliver 108 individual sessions
  - Organise 3 community events including AOD education programs
- Meet 100% compliance for data collection and program evaluation
- Meet 100% reporting requirements in accordance with quality service provision
- Meet 95% compliance for meeting with direct line manager and team
- Conduct yourself in accordance with Primary Care Connect core value and behaviours
- This position when full time, requires a minimum of 1380 contact hours per annum. Part time role is adjusted accordingly.

## **Position Key Responsibilities and Expected Outcomes**

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Working under general direction, the role performs tasks following procedures, utilising methods and guidelines which are well established. Responsible for planning and managing their own work load, there is scope for exercising initiative and problem solving, with support from more senior staff as required.

### Family Resource Program 0.8 FTE of role:

To support the client to achieve identified goals in relation to:

- Provide support and education to reduce the impact of substance use for young people and their families
- Engagement with support services that provide specialist Family Programs i.e. parenting support
- Improve family understanding of harms of drug and alcohol use in regard to childhood development
- Increased social connectedness of both clients and their children
- Support clients through their treatment journey through both internal services and referral pathways/linkages (such as medical, child and family care, housing, legal, employment)
- Assist clients to develop life skills while supporting the family member with AOD issues
- Refer clients to appropriate services
- Liaise with other agencies and services on behalf of the client
- Act as an advocate to meet the client's care plan goals
- Participate in reporting and planning requirements as required by the program funding body

#### Family Drug Support Program 0.2 FTE of role:

- Develop and implement a project management plan (in consultation with program manager) to ensure all planned activities are delivered to specified timelines
- Develop group programs and education sessions to deliver to target groups and liaise with key service providers such as SHARC in delivery of these activities
- Organise delivery of group programs (including a monthly support group) and education sessions including venue, catering, materials, facilitators and client registrations
- Deliver family sessions (up to 3 sessions) using a single session approach, developing short term care plans for families and ensure exit planning, including making relevant referrals
- Promote Family Drug Support activities to local networks
- Participate in reporting and planning requirements as required by the program funding body
- Respond to family violence at an intermediate level by using the Multi-Agency Risk Assessment and Management (MARAM) Framework to assess family violence risk, implement risk management strategies and refer victim survivors to services for family violence support.

#### **Key Selection Criteria**

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The following criteria must be met and addressed in applications for consideration for this position:

##### **Essential**

- Minimum Diploma level qualification in AOD, health, welfare or community services Or equivalent
- Minimum core competency qualification (AOD Skill Set) or completed within six months of commencing employment
- Knowledge of health and welfare issues relevant to supporting the family members of those with AOD issues
- Commitment to practicing within a harm minimisation framework
- Understanding of motivational interviewing techniques and principles
- Demonstrated experience in maintaining client documentation including care plans, case notes and statistics

- Ability to self-manage a complex workload and meet prescribed timelines with the available resources
- Excellent communication and interpersonal skills including demonstrated experience in liaising with a wide range of internal and external clients
- Experience using technology to complete daily work tasks
- Professional and personal alignment with Primary Care Connect core values

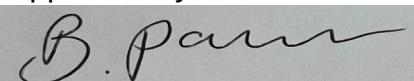
#### Desired

- Previous experience working with groups and/or giving presentations
- Experience in working with families to deliver interventions
- Experience working in the AOD sector

#### Position Approval

The details contained in this position description are an accurate statement of the scope, conditions, duties, responsibilities, and all other requirements of above titled position.

Approved By:



Executive Manager Name

**Executive Manager Title**

Approval Date: