

Position Description			
Name		Date	<i>July 2021</i>
Position Title	Duty Worker		
Department	Alcohol and Other Drugs (AOD) Residential Rehabilitation Service		
EBA / Award	Social, Community, Home Care and Disability Services Industry Award - SCHADS		
Classification	Level 2 Several positions available. Full-time, Part-time and Casual options. Position involves shift work. *Initial 6-month probationary review and ongoing annual performance appraisal.		
Primary Site	Wangaratta Residential Rehabilitation Unit		
Reporting to	Treatment House Administrator		
Direct Reports	Nil		
Budgetary Responsibilities	Nil		
Liases with Internally	<ul style="list-style-type: none"> • Gateway Health staff members, including Quality and Risk/Compliance, Finance, People Working Well roles, Medical Practice and headspace. • Gateway Health staff. 		
Liases with Externally	This position may be expected to liaise with, though not limited to the following; <ul style="list-style-type: none"> • Funding bodies, auspicing bodies and Government departments, including Department of Justice, Child Protection. • Odyssey House Victoria (OHV). • Health services, referring agencies and other key service providers. • Bushfire Community Recover Hubs. • ACSO Intake and Assessment Service. • Clients, family members and friends. • Community members and organisations. 		
Program Information	<p>The Wangaratta Alcohol and Other Drug (AOD) Residential Rehabilitation Service is a new state-wide centre operated by Gateway Health (GH) in partnership with Odyssey House Victoria (OVH). The service is located at Greta Road, Wangaratta. The centre is a 30-bed facility providing a 'Therapeutic Community (TC)' residential AOD program for adults experiencing harm and significant problems relating to their AOD use.</p> <p>The model of care used in this Program is underpinned by the Victorian Department of Health AOD Treatment Principles which have as their foundation a philosophy of harm reduction and recovery orientation.</p> <p>This program objectives are:</p> <ul style="list-style-type: none"> • Ensure capability and capacity to deliver a sustainable high-quality service • Provide guiding principles that aim to achieve the best possible health outcomes for people who use AOD services at Gateway Health 		

	<ul style="list-style-type: none"> • Provide a model for AOD staff that supports best practice and informs expectations for the treatment/management of people with substance use concerns • Monitor new developments in AOD treatments to be informed by evidence and guided by models of good practice. • Ensure services are underpinned by the Victorian AOD Treatment Principles. • Enhanced service development, evaluation and review.
<p>Purpose of the role</p>	<p>The Duty Worker contributes to the life of the <i>Therapeutic Community</i> (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. Responsible for facilitating the day-to-day operations of the TC, the key purpose of the position is to act as the first point of contact and provide an appropriate operational response to resident issues, and in conjunction with clinical staff support residents in treatment to establish healthier lifestyles free of problematic alcohol and drug use.</p> <p>Working within the TC framework, the Duty Worker role models the required behaviours to Residents, using the social environment to maximise peer influences by encouraging transmission of residential community teachings rather than directly instructing, and delivering such communications in the manner or style that reflects the rational purpose of helping.</p>
<p>About Gateway Health</p>	<p>Gateway Health is a not-for-profit Company limited by guarantee and a registered Community Health Service under the Health Services Act 1988 (Vic).</p> <p>Vision: People Living Well</p> <p>Our Purpose: To provide care and services that connect the community and strengthen individual and population health and wellbeing</p> <p>Our Values: Values reflect the way we interact, connect and work with every client, with partners, with volunteers and with one another. Principles shape the way we plan and design our services and business systems. Together they underpin organisational culture, strategy and the way we deliver our services.</p> <p>We CARE – We ACHIEVE – We LEARN – We WORK TOGETHER – We INNOVATE</p> <p>Our Principles:</p> <p><i>We advocate for fair and equitable access to health care and wellbeing services for all.</i></p> <p><i>We respect the strength of individuals and the community, and their capacity to recover from adversity.</i></p> <p><i>We recognize the importance of adaptability and responsiveness to enable us to deliver on our commitment to the community.</i></p> <p><i>We actively listen and work alongside the community and each other to design and deliver better solutions.</i></p> <p><i>We believe a learning culture is critical to enhancing the wellbeing of staff, clients and the community.</i></p> <p><i>We contribute to creation of a connected and integrated health and community care system to achieve the best outcomes for our clients and community.</i></p> <p>Gateway Health strives for an achievement culture that encourages innovation & initiative. We build & foster strengths-based programs that focus on support & recovery. Our staff are our greatest asset.</p> <p>The organisation employs over 380 staff providing a range of primary health and welfare services across the Ovens Murray region in North East Victoria and parts of Southern New South Wales. Gateway Health serves all people, and is committed to improving individual and population health outcomes. We will do this by providing health care and support to individuals</p>

	<p>and communities in times of need, and by actively working with our partners to address the social and environmental determinants of health. They are delivered through a mix of centre-based services in Wodonga, Wangaratta and Myrtleford, and outreach services to rural communities across the region.</p> <p>Gateway Health is committed to creating a workforce that reflects the communities we serve. We believe that a workforce that recognises and celebrates diversity will best meet the health and well-being needs of all people we serve including Aboriginal and Torres Strait Islander peoples; people with a disability; lesbian, gay, bisexual, transgender and gender diverse people; inter sex people; people experiencing health inequalities; and culturally and linguistically diverse people.</p> <p>Review of Position Descriptions: This position description will be reviewed annually (July each year), during annual appraisals, when the position becomes vacant or as deemed necessary.</p>
<p>Code of Conduct</p>	<p>Employees are expected to, at all times:</p> <ul style="list-style-type: none"> • Adhere to the Gateway Health Code of Conduct including the Child Safe Procedures • Maintain a high professional standard and work with integrity • Develop collaborative working relationships • Communicate with respect and tolerance • Maintain a client focus • Adopt a Continuous Improvement approach • Work within legislative and compliance framework.
<p>Key Responsibilities & Accountabilities</p>	
<p style="text-align: center;">Role Specific</p>	
<p>Responsible for a range of activities requiring the application of established work procedures exercising basic initiative and/or judgment within clearly established procedures, including:</p> <ul style="list-style-type: none"> • 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 Gateway Health 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 the Business and Quality systems to support day to day operations.
- Actively promoting and adhering to the Gateway Health Child Safety policy and procedures to assist 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.

People

- Develop and maintain professional relationships with internal and external stakeholders.
- Contribute to productive and positive team meetings.
- Positively contribute to the culture and spirit of the AOD team, work environment and to GH.
- Your behaviour is congruent with organisational values, behaviours and goals
- Contribute to the development of procedures and systems within this program
- Positively embrace and adopt change as it occurs.

Generic Organisational Responsibilities

- As outlined in the Code of Conduct ensure all interactions are undertaken in accordance with the behaviours set.
- Maintain privacy and confidentiality at all times.
- Work within the risk Management framework by identifying and responding to existing and emerging risk in a proactive manner to minimise the impact of risk to clients, yourself, others and the organisation.
- Ensure an understanding of individual responsibility for consumer safety, quality and risk and adhere to the relevant policies, procedures and guidelines.
- Identify, report and manage risks and ensure actions are taken to prevent and minimise harm to yourself, your colleagues and members of the public.
- Actively contribute to quality improvement initiatives and other program activities to meet the standards set by the Quality Improvement Council.
- Contribute to organisational quality and safety initiatives.
- Comply with requirements of the Service Standards applicable to service delivery and all other relevant standards, regulations and legislative requirements.
- Develop and maintain a personal care plan and attendance in the Gateway Health Clinical Supervision or Line Management Meetings.
- Protect the rights, safety and wellbeing of children and provide a child safe environment.
- To continually develop both personally and professional to meet the changing needs of your position, career and organisation.
- Promote Gateway Health as a quality service provider and represent the organisation as a leader in its field in relevant industry and sector forums as required.
- Demonstrate culturally competent interactions with Aboriginal people. Gateway Health requires all staff to provide a holistic and inclusive approach to the health needs and rights of Aboriginal people.
- Demonstrate sensitivity, empathy and respect for the diversity of customs, values and spiritual beliefs of others at all times – members of the community, clients and colleagues.
- Where relevant collaborate with clients and the community in the development, implementation and review of service planning, policies and quality improvement activities.

Inherent Requirements

Gateway Health has a duty of care to all staff. The purpose of this section is to ensure that you fully understand and are able to perform the inherent requirements of the position (with reasonable adjustments if required) and that you are not placed in an environment or given tasks that would result in risks to your safety or the safety of others.

The position may require the following tasks among other things:

- Manual handling (pushing, pulling, lifting, holding, carrying)
- Sitting, standing, bending, reaching
- Computer work, data entry
- Operating equipment
- Use of personal protective equipment
- General waste handling
- Driving motor vehicles
- Dealing with anxious or upset staff, consumers or members of the public
- Work at and travel to other locations will be required

Key Selection Criteria

Applicants MUST address the Selection Criteria below when completing an employment application

1. Ability to behave in accordance to the Gateway Health Values of *We Care, We work together, We achieve, We learn, We innovate.*
2. Extensive experience in the substance use, mental health, health, welfare or youth fields. (People with lived experience encourage to apply).
3. Qualifications such as certificate IV in AOD or equivalent, or willingness to undertake within the first 12 months of employment.
4. Demonstrated ability to engage clients in dialogue and develop a relationship that will facilitate meaningful therapeutic community experiences.
5. Ability to resolve conflict and work with challenging clients.
6. Demonstrated ability to work as part of a multi-disciplinary team, be open to giving and receiving feedback, and recognise and resolve interpersonal conflict.
7. Strong organisational and well developed interpersonal and communication skills (both verbal and written) with a consultative approach to addressing issues.
8. First Aid Certificate or willingness to attain.

Mandatory Requirements

1. Empathy for those whose lives have been affected by problematic alcohol and other drug use/ and or mental health disorders.
2. Current Australian Drivers Licence.
3. Confirmation of your right to work in Australia, Satisfactory National/International Police, National Disability Inclusion Scheme Worker Check and Victorian Working with Children Checks must be provided prior to commencement.

Desirable Requirements

1. Experience working within a therapeutic community model.
2. Current OH&S knowledge and experience.

***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, GH will invest in the person's professional development.

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

I acknowledge:

- That I will recognise and celebrate diversity, and will best meet the health and well-being needs of all people we serve including Aboriginal and Torres Strait Islander peoples; people with a disability; lesbian, gay, bisexual, transgender and gender diverse people; inter sex people; people experiencing health inequalities; and culturally and linguistically diverse people.
- That I will observe child safe principles and expectations for appropriate behaviour toward and in the company of children.
- That Gateway Health is an equal opportunity employer and has a smoke free workplace policy.
- That Gateway Health has a zero tolerance of child abuse and family violence, all allegations and safety concerns will be treated very seriously. For more information refer to Gateways Health's Child Safety Standards procedure and family Violence Policy.
- That I have read and fully understand the Position Description and Inherent Requirements of the position
- I agree that I have the physical and psychological ability to fulfil the inherent requirements of the position, and accept my role in fulfilling the responsibilities, activities, duties and generic position requirements.
- I understand that the information provided is a general outline and may not encompass every aspect of the position. This is not intended to be an exhaustive list of all responsibilities, duties and skills required.
- Gateway Health may alter the duties of this position description if and when the need arises. Any such changes will be made in consultation with the affected staff member(s).
- I understand that this is separate to the Employment Agreement that I will sign, outlining the terms and conditions of my employment.

Accepted by: _____

Employee Signature: _____

Date: _____

Print Name: _____
