



# Family Support Facilitator

## APPLICATION PACK

Position Title	<b>Family Support Facilitator</b>
Program/Division	<b>Breakthrough for Families</b>
Pay Level	Social, Community Housing & Disability Services Award Level 3
Position Type	68.4 hours per fortnight
Location	Toowoomba
Contact	Herwina Purnama
Phone	07 3620 8808
Email Application	<a href="mailto:HerwinaP@drugarm.com.au">HerwinaP@drugarm.com.au</a>
Closing Date	Please submit your application as soon as possible for consideration.

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All Applications must include the following to be considered for the advertised position:

- ☒ Cover Letter
  - ☒ Resume
  - ☒ Written responses to Selection Criteria
  - ☒ Working with Children Check
  - ☐ National Police Check
  - ☐ Proof of Professional Body registration
  - ☒ Proof of COVID-19 Vaccination or approved Medical Exemption (per current Public Health Direction and Organisational requirements)
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## About the Organisation

Drug Awareness Rehabilitation and Management (Drug ARM) is a not for profit organisation committed to reducing harms associated with alcohol and other drug use. Drug ARM has been a specialist provider of alcohol and other drug services since 1980 and currently operates throughout Queensland, New South Wales and South Australia.

Our vision of flourishing peoples and communities living free from the harms of alcohol and other drugs is achieved through our commitment to delivering the highest standard of awareness, rehabilitation and management solutions.

## Accountability

**To:** The Drug ARM Executive Director (ED) or nominee

**By:** Providing verbal and written reports on a monthly basis, or as otherwise required;

**For:** The effective and efficient delivery of roles and responsibilities in line with the policies, procedures and practice frameworks, defined outcomes and the position description.

## Background

Funded by the Department of Child Safety, Youth and Women (CSYW) this program aims to address the use and harms caused by crystal methamphetamine. Breakthrough for Families (BTF) offers advice, information, education, individual advocacy, and referral, targeting the general community, particularly families affected by methamphetamine and other drug use.

## Program Overview

The position will facilitate access for general community, and particularly families affected by methamphetamine and other drug use to community services, resources and entitlements. The position will promote greater industry and public awareness about social issues resulting from ICE and other drug use, through the provision of, education, training, training resources to the families and the broader community, including professional development for service organisations.

## Position Overview

Provide information about what ICE is, and an understanding of drug use and how to respond to someone who is affected by ICE and other drugs, including the effects risks and harms of use to individuals, their families and the broader community.

The Family Support Worker will:

- Provide advice on treatment, help and support options
- Provide families with the skills and knowledge to navigate the treatment system
- Promote a range of methods to attract a diverse audience of community members seeking advice and support for ICE and other drugs.
- Develop referral relationships with complimentary social/support services with the health services, including GP's, alcohol and other drug services, mental health

services, family support services, Aboriginal and Torres Strait Islander Health services and phone support services.

- Work closely with child and family sector including secondary and tertiary protection systems.
- Participate in training professional development and peers support, including cultural training with other BTF providers delivered by Insight
- Foster peer support networks and provide support to community based services including Local Drug Action Team (LDAT)
- Ensure service delivery meets the specific needs of Aboriginal and Torres Strait Islander Queenslanders and culturally and linguistically diverse Queenslanders.

## Pre-requisites for the Position

### Qualification and Experience:

- Undergraduate qualifications in health/human services; minimum two (2) years' experience in the sector; and membership with a relevant professional body **OR**
- Achievement of/be working towards a relevant undergraduate qualification with experience in delivering alcohol and other drug services; *OR*
- Certificate or Diploma level qualifications with strong experience in delivering AOD services: **OR**
- No qualifications but intensive experience in delivering AOD services.

Staff will be required to have membership with a relevant professional body (or be working towards) and be a holder of a current Paid Blue Card.

### Skills, knowledge, experience, qualifications and or/training

- Knowledge of statutory requirements relevant to work;
- Knowledge of organisational programs, policies and activities
- Sound discipline knowledge gained through experience, training or education;
- Knowledge of the role of the organisation and its structure and service;
- Able to build effective relationships and partnerships
- Strong communication skills
- Strong community links

### Attitude:

- Adhere to and practice the organisation's mission, vision and core values
- Be proactive, positive, enthusiastic, energetic, responsible and friendly
- Provide positive constructive feedback for fellow staff, supervisors, volunteers and students
- Be committed to providing quality programs and excellent services and support that represent leadership and innovation

Drug ARM is an EEO (Equal Employment Opportunity) employer and does not discriminate against any current or future employee. If you feel that at any stage this company, or a representative of this company, has discriminated against you, we encourage you to seek the appropriate legal advice.

## Selection Criteria

Please respond to each criteria question to the best of your ability.

- SC1** Relevant qualifications and/or experience based on the pre-requisites for this position.
- SC2** Demonstrated understanding of Community development and engagement strategies
- SC2** Awareness of alcohol and other drug issues and their impact on families and broader community.
- SC3** Ability to provide advice, information, individual advocacy, and referral, Including, how to navigate the treatment system for alcohol and other drugs.
- SC4** Demonstrated ability to develop relationships and work collaboratively with key stakeholders, partners and other service organisations in order to promote effective referral pathways.
- SC5** Demonstrated experience delivering innovative trainings and/or events to raise awareness for families, organisations and the broader community.
- SC6** Demonstrated understanding of culturally sensitive practice and in working in Indigenous communities.
- SC7** A good knowledge of, and skills in using the internet, Microsoft Outlook, and online learning platforms.
- SC8** Demonstrated innovative, collaborative, leadership qualities, and the ability to work autonomously.

### Other Requirements

- ☒ Willingness to work within the spiritual principles of the organisation
- ☒ Police and/or Security clearances
- ☒ A valid Australian Driver's Licence
- ☒ Travel to the National Office or other locations for development and training