



# Clinical Worker

# APPLICATION PACK

Position Title	Clinical Worker
Program/Division	Creating Options Program Aboriginal and Torres Strait Islander Alcohol and Other Drug Counselling Service
Pay Level	Social, Community Housing & Disability Services Award Level 5
Position Type	76 hrs per fortnight
Location	Biloela
Contact	Katie Farmer, Support Services Co-ordinator
Phone	07 3620 8801
Email Application	<a href="mailto:katief@drugarm.com.au">katief@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

The Commonwealth Government through the Wide Bay, Sunshine Coast, Central Qld Primary Health Network (Our PHN) is funding the delivery of Aboriginal and Torres Strait Islander Alcohol and other Drug counselling services to individuals experiencing problematic use of methamphetamine, alcohol and other drugs and their families/carers in the Banana Shire

## Program Overview

The Objective of the Program is to deliver culturally appropriate brief and psychosocial, medium to high intensity interventions through face-to-face counselling using evidence based treatments, validated assessment tools and client informed treatment planning to aboriginal and Torres Strait Islander individuals using methamphetamine alcohol and other drugs and their families/carers. While based in Biloela the worker will provide weekly outreach opportunities in Moura, Theodore and Taroom.

Delivered in accordance with Harm Minimisation and the Bio-psychosocial model and Recovery orientation as outlined in the Model of Service, it will support integrated approaches to treatment services and focus on improving care coordination at the local level.

## Position Overview

The Clinical worker will be responsible for delivering intensive clinical support services for individuals seeking support to address substance misuse and associated issues.

The Clinical Worker will:

- Operate within the framework and principles of harm minimisation as articulated in *National Drug Strategy 2010-2015*
- Recognise the spectrum of substance use and facilitate flexible and stepped care models tailored to individual need and stages of change.
- Build and maintain active professional links to General Practices, Aboriginal Community Controlled Health services to deliver multi-disciplinary team based services.
- Respond to the full range of psychoactive substances available (including alcohol, tobacco, licit and illicit drug use, pharmaceutical drug misuse, emerging synthetics, poly drug use)
- Improve continuity of care through use of eHealth initiatives
- Respond to the method of use and associated risk factors, in recognition of the fact that drug use trends change rapidly
- Demonstrate accessibility through prioritising assertive outreach strategies
- Be flexible, responsive, holistic and responsive to diversity
- Be client centred

The Clinical worker works within a team and has accountability and responsibility for delivering a professional service that aims to meet benchmarks set for the program.

Core components of the role will include intake, screening and assessment, treatment planning, brief interventions, counselling using endorsed therapeutic approaches, harm reduction education and information, referral to other services, discharge planning and post-treatment support. Counselling may include group and individual sessions.

## **Roles and Responsibilities**

- Working within a harm minimisation framework using a biopsychosocial approach. Clinical workers will deliver a spectrum of service interventions; assessment, group support, case management/care coordination, case formulation, counselling, psycho-education, social skills training, relapse prevention and referral strategies to clients seeking to address substance misuse and associated issues.
- Have thorough knowledge and clear understanding of program eligibility for all Drug ARM programs and relevant external services.
- Develop partnerships and relationships with key stakeholders to enhance referral pathways, shared care and discharge planning opportunities are maximised
- Engage in care coordination with other agencies, professionals and services to ensure quality wrap around care and care planning is achieved
- Recognise Consumer rights and Legislative requirements, including but not limited to obtaining consumer consent and communicating the organisations Privacy Policy
- Record case notes and data in a timely manner consistent with confidentiality and professional standards. Analyse and interpret statistical data and client feedback on a regular basis to inform practice and identify trends that may affect service delivery.
- Contribute to the design and development of procedures and associated work functions
- Apply professional, ethical and legal requirements in service provision.
- Demonstrate ongoing contribution to the quality improvement initiatives of the organisation

- Apply contemporary HR practice and at all times contribute to Work Place Health and Safety and Risk Management processes
- Support the marketing, promotion and fundraising activities of the organisation
- Be willing to perform other duties as reasonably required

## Pre-requisites for the Position

### Qualification and Experience:

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- 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:

Minimum undergraduate qualifications in health/human services with experience in the sector. Three-year degree with two (or more) years of relevant experience. Membership with a relevant professional body preferred.

Staff will be required to have membership with a relevant professional body (or be working towards) and be a holder of a current 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
- Adhere to the dress code at all times

### Other:

- Other duties as required from time to time to enhance service

## Selection Criteria

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

It is not expected that all applicants will have the required experience, skills and/or knowledge in all of the identified areas. The most suitable candidate may be the one who is honest about his/her limitations and openness to new learning and skills.

- SC1** Relevant qualifications and/or experience based on the pre-requisites for this position.
- SC2** Demonstrated understanding of alcohol and other drug issues, at risk behaviours, and psychosocial issues affecting Aboriginal and Torres Strait Islanders adults aged over 18 years with complex/high needs. Additional to moderate to severe alcohol and other drug use.
- SC3** Demonstrated experience in delivering culturally appropriate psychosocial interventions, using a case management and management and care coordination approaches including group facilitation.
- SC4** Demonstrated understanding of culturally sensitive practice
- SC5** Effective networking and partnership skills focusing on establishing and maintaining culturally appropriate and seamless referral pathways.
- SC6** Good interpersonal skills including communication skills, and demonstrated ability to establish effective working relationships.
- SC7** A good knowledge of, and skills in using the internet, Microsoft Outlook, report writing and client management databases.

## Other Requirements

- Willingness to work within the spiritual principles of the organisation
- Police and/or Security clearances
- A valid Australian Driver's Licence
- Proof of COVID-19 Vaccination or an approved Medical Exemption
- Travel to the National Office or other locations for development and training