

Our Vision

A compassionate society that takes an informed, health-first approach to alcohol and other drugs

Our Mission

To empower individuals, families and communities to maximise health and wellbeing by working in partnership and without judgement

Our Values

 **Integrity**
 **Compassion**
 **Acceptance**
 **Respect**
 **Excellence**

Position Description

Position Title:	Youth and Community Services Engagement Coordinator
Program:	SHaWS AOD Hub
Classification	Community Services Employee (CSE) Level 5
Position Reports To:	Team Leader
Position Outline:	This position will provide operational and administrative support to the Team Leader including the coordination of group programs and community engagement activities. The position will also provide assessment, case management, counselling and support services to young people and their families, impacted by drug and alcohol use.

Key Accountabilities

- ❖ Provide high level coordination and operational support to the Team Leader and other team members as required
- ❖ In collaboration with the Team Leader develop and coordinate youth and community-based individual and group therapeutic services for clients and their families impacted by alcohol, tobacco and other drug use
- ❖ Develop collaborative working relationships with local stakeholders, including schools and alternative education settings, and promote the development of professional networks.
- ❖ Oversee community engagement activities for the relevant program, including coordination of outreach services and services for priority populations.
- ❖ Support the Team Leader to ensure program performance through accurate data collection
- ❖ Support the Team Leader to ensure provision of a high-quality person-centred services that meet expected standards through continuous quality improvement, safety and risk management processes including promoting a continuous quality improvement and safety framework.
- ❖ Demonstrate a commitment to uphold the principles of child safety and the National Child Safe Standards

Duties and Responsibilities

- Ensuring relevant youth service manuals are up to date and appropriate for funded programs
- In collaboration with the relevant Team Leader, provide guidance and support for staff working in the relevant youth-funded programs.
- Provide support and guidance to the specified service(s) including maintaining a positive and cooperative work environment, supporting staff performance, mentoring and identification of staff development needs and opportunities.
- Support the ongoing implementation of the community-based stepped model of care, supporting the team to ensure a focus on harm minimisation and person-centred treatment matching.
- In collaboration with the Team Leader, develop effective referral pathways and operational protocols that promote coordination and continuity of care for the specified service(s).
- In collaboration with the Team Leader, ensure the team have up to date knowledge about alcohol and other drug treatments and co-morbid service delivery and keep abreast of relevant research to inform staff, clients and the community.
- In collaboration with the Team Leader, support the development, implementation and evaluation of group programs and community engagement activities.

- Establish and maintain partnerships and key stakeholder relationships to drive community engagement activities, with a particular focus on priority populations (e.g. young people, First Nations communities, isolated localities, socio-economically disadvantaged individuals, LGBTQIA+, etc.) with the aim of increasing awareness of the service and information regarding alcohol and other drug use, including harm minimisation strategies.
- Work directly with youth clients, including holistic assessment, treatment matching, counselling, intensive case management, harm minimisation education, support and group facilitation for clients and family members impacted by drug and alcohol use
- Maintain a physically, culturally, and emotionally safe environment for children.
- Understand and comply with child protection legislation and mandatory reporting obligations,
- Foster close working relationships with other Directions programs and participate in relevant clinical and staff meetings.
- Undertake activities that promote coordination and continuity of care and promote the development of professional networks
- In collaboration with the Team Leader, ensure effective service provision through monitoring client outcomes and other quality assurance activities such as audits of documentation in electronic client information system and implement processes to address issues identified.
- Ensure professional standards in relation to service provision, client records, support letters and reports
- In collaboration with the Team Leader, participate in local and regional forums and promote the development of professional networks.
- Promote a culture of continuous quality improvement and contribute to the application, development and review of procedures, models of care and protocols
- Seek to enhance or maintain skills and expertise through professional development, performance reviews through line management
- Build effective working relationships with local health, community, emergency and justice related services
- Foster close working relationships with other Directions programs and participate in relevant clinical and staff meetings
- Work in accordance with Directions' Policies and Procedures and health and safety guidelines
- Participate in staff meetings, supervision and shared care meetings
- *After hours work may be required*

Selection Criteria

1. Qualifications and Experience

- Leadership experience or ability to demonstrate strong leadership skills and abilities
- Alcohol and Other Drug qualification or willingness to obtain within the first year of employment
- Experience working in the Alcohol and Other Drug sector or with people significantly impacted by substance use
- Experience working with young people impacted by co-occurring conditions.
- Experience delivering, coordinating and evaluating group programs, including psychoeducation and therapeutic groups.

Desirable

- Experience working in community engagement and/or community development, with experience in working with schools being highly desirable
- Tertiary qualification or currently studying towards a qualification, in Social Work/Counselling/Psychology/Nursing/or other relevant field, or willingness to obtain.

2. Skills, Knowledge and Capabilities

- Demonstrated leadership skills, Ability to be self-reflective, receive constructive input and guidance to extend skills and professional capacity
- Well-developed understanding of the impact AOD use and the associated issues this client group may experience, including physical and mental health and other co-morbidities
- Strong knowledge of evidence-based treatment, harm minimisation, case management and support strategies
- Strong knowledge of evidence-based interventions that support young people impacted by substance use and co-occurring conditions.

- Ability to engage with people from diverse backgrounds including people who have experienced barriers to care.
- Excellent communication and interpersonal skills, combined with a proactive and hands on attitude
- Demonstrated ability to promote a positive work environment and build effective multidisciplinary teams
- Demonstrated ability to develop collaborative working relationships with other programs and external agencies
- Ability to work competently in a cross-cultural environment
- Thorough understanding of the importance of personal and professional boundaries, ethical behaviour, policies and procedures.

3. Behaviours

- A commitment to the mission and values of the organisation
- Ability and a commitment to effectively engage with staff, and with clients from a marginalised background, in a non-judgemental courteous and respectful manner
- Ability to promote a culturally safe service environment

4. Other Requirements

- A current First Aid Certificate or willingness to obtain
- Employment is subject to a satisfactory AFP National Police Check
- Working With Vulnerable People Registration
- Australian Citizenship or suitable rights to work in Australia
- Current Driver's Licence and a willingness to travel regularly within the region and to the ACT

Directions is a Non-Government Not for Profit Organisation funded by the Commonwealth and ACT Governments, and all positions and employment agreements are subject to the availability of funding.

I acknowledge that I have read and understand the duties and responsibilities required of me in this position and that my supervisor will provide any further clarification required.

.....
Employee Signature

.....
Date

