

Position Description

JOB TITLE	AOD Residential Support Worker
DATE	August 2026
REPORTS TO	Coordinator, Operations and Residential Support

Primary Purpose of Position:	The AOD Residential Support Worker Works within Odyssey House NSW Programs to provide residential support within the OHNSW Model of Care (MoC). Residential support includes a range of specialised supports including ad hoc psychosocial support, support for the operations of the residential program, supervision of medication self-administration and working as part of a multi-disciplinary team to ensure high quality support and treatment for the clients of the OHNSW Residential Therapeutic Community.
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Odyssey House NSW, is a community organisation that works at reducing addiction and its' impact on individuals, families, carers & communities.

Our Vision:	A world free of addiction.
Our Purpose:	To build safe and healthy communities by reducing the impact of substance use on individuals, families, carers and communities.
Our Values:	
<i>Respect</i>	We demonstrate consideration and regard for the feelings, beliefs and rights of others.
<i>Integrity</i>	We act with honesty and adhere to consistent moral and ethical values and principles through our personal and professional behaviours.
<i>Professionalism</i>	We are committed to excellence by maintaining our professional boundaries and fulfilling responsibilities in an accountable, inclusive and objective manner.
<i>Creativity</i>	We trust in our limitless potential.
Location:	Residential Programs sites at Eagle Vale and Ingleburn NSW This role may require travelling between other Odyssey House NSW sites as required.
Employment Status:	Part Time

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KEY RESPONSIBILITIES

Key Areas	Key Responsibilities
Operations	- Support coordination of all client movement including transition between sites, ensuring clients in designated places such as group treatment of individual session, transport to external appointments. - Provide direct support to clients in their operational tasks within the program. - Support the safety and security of the program and facility. - Undertake sleep over responsibilities as required including appropriate security checks and support of lock up
Client Support	- Provide ad hoc counselling and psychosocial support to clients in response to need. - Run ad hoc and scheduled process and psychoeducation groups. - Supervise client self-administration of medication in line with OHNSW guidelines. - Provide de-escalation and other supports to help ensure the safety and therapeutic nature of the residential programs. - Respond in emergency situations to access appropriate supports within OHNSW guidelines. - Work within and support the implementation of and upholding of the OHNSW Model of Care.
Team Approach and Care Coordination	- Work collaboratively with OHNSW Programs staff, including MHRP staff, Medical Unit staff, and AOD Treatment staff where appropriate, and others to provide high standard collaborative support. - Participate in team processes including staff meetings, peer debriefing and similar. - Work closely with other OHNSW Residential Support Workers and the Operations and Residential Support Coordinator to ensure appropriate continuity of support through handover and communication of issues or risks.
Record Keeping and Reporting	- Maintain client records to a professional standard and in line with OHNSW guidelines including quantitative data capture and appropriate professional notes. - Contribute to other program or service-wide data capture, recording or analysis as required
Clinical Governance and Quality Improvement	Participate in OHNSW Quality Improvement framework processes, including Incident Management and ongoing evaluation processes
Additional Responsibilities	- Work within the OHNSW Programs Model of Care - Undertake additional activities to support OHNSW Programs operations. - Participate in Clinical Supervision and ongoing professional development including as required by professional registration. - OHNSW takes safeguarding children, young people and vulnerable adults seriously, and as an employee, you are required to meet the behaviour standards outlined in our Code of Conduct and Safeguarding Policy for Children and Young People. - Reporting any concerns of abuse and neglect in alignment with the code of conduct, safeguarding policy for children and young people.

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	- Maintain professional boundaries and client support in challenging and emotionally charged scenarios. - Fulfill other tasks and duties as required
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ESSENTIAL CRITERIA

Qualifications	Relevant VET qualification or equivalent or working towards
Experience	- Understanding of or experience with supporting persons with alcohol and other drugs support needs, mental health support needs and/or co-existing support needs. (Desirable) Understanding and/or experience of Therapeutic Community Model of Care - Demonstrable experience working within a residential or similarly complex program or facility. (Desirable) Experience working within a non-government AOD treatment program including particularly experience working within the Therapeutic Community model. (Desirable) Experience with group facilitation - Demonstrated experience working in team environment to deliver coordinated support. - Demonstrable emotional resilience and maintenance of professional boundaries when managing challenging or unpredictable client situations.
Skills and Knowledge	- Computer literacy including understanding of MS Office Suite and use of Client Management Systems (CMS's) - Understanding of the principles of the Privacy Act and its practical implementation in service delivery. - Knowledge of and commitment to implement the principles of WHS - The ability to regulate emotions, remain calm and be emotionally resilient while interacting with and supporting clients with high levels of emotion and at time emotionally disturbing conversations.

SPECIAL CONDITIONS

Other Requirements	(Desirable) Current NSW Drivers Licence - Current successful National Police check (> 1 yr old) - Current Working With Children Check (for paid work) - Right to live and work in Australia - COVID Vaccinated
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This job description serves to illustrate the scope and responsibilities of the post and is not intended to be an exhaustive list of duties. You will be expected to perform other job-related tasks requested by management and as necessitated by the development of this role and the development of the business.

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ACKNOWLEDGEMENT

As the incumbent of this position, I confirm I have read the Position Description and Job Demands Checklist, understand its content and agree to work in accordance with the requirements of the position.

SIGNED

AOD Residential Support Worker

Name: _____

Date: _____