

Position Description

AOD (Alcohol and Other Drugs) Peer Worker Nimbin Hub Program (NHP)

Position summary

Reporting to the AOD Clinician, the AOD Peer Worker role involves providing immediate trauma-informed and person-centred care to participants. Peer Workers use the experience of their AOD recovery journey to support people through breaking down barriers to access for participants, facilitating therapeutic relationships with participants and ensuring participants remain engaged in care.

The specialist AOD treatment can include, harm reduction, prevention, counselling, case management and psychosocial services. The aim of the program is to:

1. reduce alcohol and other drug use related harm by delivering participant -centred, high quality and safe case management and care coordination.
2. Improve the health, well-being and social outcomes of clients by delivering comprehensive alcohol and other drug support interventions that include the following clinical care standards:
 - Intake
 - Comprehensive assessment
 - Care planning
 - Identification, responding to, and ongoing monitoring of risk
 - Monitoring treatment progress and outcomes
 - Transfer of care

The role operates primarily onsite from the Nimbin hub and a pool vehicle is available from a central location for outreach work in the community.

Organisational relationships

Direct reports: nil

Internal and external relationships

Internal relationships involve team and staff engagement and collaboration

External relationships may include alcohol and other drugs organisations LHD, HNC (Healthy North Coast,) and NGO's, families and carers, health professionals, clinicians, GP's, agents for housing, Community Mental Health Service Providers, and the broader community.

Responsibilities	Outcomes
Support assessment and individual care plans	
Identify and support participants and provide guidance on the program	New participants are supported and given information about the program, and if required provided with individual care plans with support of the clinician.
	Appropriate specialist psychosocial/ psychometric assessments are utilised depending on needs and reviewed with support of the Clinician.
	A calm, safe, friendly, and welcoming space to participants, families and carers is created.
	Risk mitigation principles are applied for any meetings.
	Safety plans are created as appropriate with support of the Clinician.
Use a trauma informed, person-centred model of support	
Use a trauma informed recovery-orientated, person-centred framework to provide a range of supports.	Participants are provided with supports tailored to their AOD recovery needs.
	Safe story telling is supported and participants benefit from the understanding of the peers AOD recovery experience and self-care strategies.
	Participants have one on one support sessions on a regular basis to align with their treatment plan.
Build capacity and utilise a strengths-based approach.	Feedback from participants indicates there is assistance to access resources that will assist with their needs.
Group Facilitation	
Provide support to facilitate group sessions.	Assistance to group facilitators is provided to cover areas such as relapse prevention, psychoeducation, life skills, stress management, harm minimisation reviews and dialogue and process groups.
	A range of group-work modules are utilised in areas such as coping strategies, healthy relationships, nutrition, boundaries, self-care, and wellbeing.
	Transitional support is offered for relapse prevention.
	Transfer of care is ensured when closing care of a participant to other stakeholders for follow up.
Provide support to participants accessing the program	
Assist with guiding participants through the program model.	Create a calm, safe, friendly, and welcoming space to participants, families, and carers.
Utilise engagement and assessment skills to engage participants, build trust and rapport and identify current levels of distress.	Assist the Clinician with providing supportive techniques and interventions with participants as required (e.g., de-escalation and grounding exercises, mindfulness to manage distress and maintain mental wellbeing).

Responsibilities	Outcomes
Manage vicarious trauma and professional boundaries and burn out.	Engagement with regular Clinical Supervision or EAP (Employee Assistance Program) is utilised and the clinician is notified if additional support is required.
Occasions of Service (OOS)	
Provide Occasions of Service (OOS) relevant to hours worked.	There is evidence that participants are provided with a reasonable number of Occasions of Service (OOS) which can be conducted in person, via phone or video conferencing. This can comprise of any direct engagement with a participant or any activity that is done in regard to the participant and is usually about 30-60 minutes in length. An average 8-hour day allows for a minimum of five occasions of service. Depending on engagement levels, a full-time case load is generally 15-20 participants.
Peer Support	
Maintain professional boundaries when sharing lived experience.	There is appropriate disclosure of lived experience.
	The information provided benefits the participant and inspires positive change and optimism.
	The information assists participants to reflect on their progress and can provide practical ways to cope with difficulties.
Be responsible for your mental health and seek support.	Self-care strategies are maintained, and the Clinician is informed if the staff member becomes unwell and needs support.
Be recovered before your return to work to support others.	There is evidence that the staff member is well enough to resume duties.
Practical Support	
Ensure welfare and safety of participants and others.	Ensure that anyone attending the hub signs the appropriate Sign in Sheet
	All participants and guests are welcomed and provided with an overview of the service.
	The participants' welfare and safety is ensured through following guidelines, policies, and procedures.
	Administer take home Naloxone as appropriate
	The confidentiality of participants, including their presence in the program, remains confidential to outside enquiries.
Safeguard buildings and property	Offices are locked and computers logged off at end of opening hours.
	The allocated rooms at the neighbourhood centre are kept in a clean and well-presented state.

Responsibilities	Outcomes
Act as Community Connectors through networking and representation	
Develop and maintain referral pathways.	There is active networking with external service providers to produce the best outcomes for participants.
Actively liaise with relevant agencies and other service providers, regarding participant progress and participation.	Relevant agencies are provided with appropriate information to support the participant and grant them access to services they need.
Attend interagency and Buttery networking groups as directed.	Interagency, consortia, committee and advisory meetings are attended as appropriate.
Team Support	
Participate in peer and clinical supervision processes	There is adequate preparation and active participation in peer and clinical supervision.
Manage vicarious trauma and professional boundaries and burn out.	Engagement with regular team and individual Clinical Supervision or EAP is utilised, and the Clinician is notified if additional support is required.
Participate in informal and formal case conferences, staff meetings and planned meetings.	There is active contribution and leadership displayed in meetings to reach key program and clinical decisions.
Work autonomously and as part of a team.	A strong work ethic, respect, punctuality, and commitment to service is demonstrated to ensure all team members are well supported.
	Assigned tasks are carried out in a timely manner.
Reporting and Data Entry	
Provide timely reports as required	Participant records are maintained in alignment with legislation.
	Data entry of occasions of service are completed.
Provide support and referral information	Care Plans are developed in collaboration with participants.
	Referral information, transfer of care documents and care plans are supplied as appropriate.
General	
Be compliant with WHS (Work Health and Safety) requirements and take reasonable care to ensure your own safety and health and that of others for legislation. Ensure you do not place others at risk by any act or omission. Ensure you do not interfere with safety equipment.	There is demonstrated compliance with WHS requirements to ensure a safe and healthy workplace. This includes abiding by the non-smoking directive at Buttery locations and compliance with any pandemic directives and protocols.
	Any injury, hazards or illness are reported immediately, where practical, to your manager/coordinator.
Take an active role in building your resilience and preventing psychological injury. Take reasonable care for your health and safety and that of others who may be affected by your conduct.	The importance of wellbeing and self-care as a part of resilience is acknowledged. Strategies are implemented to maintain personal wellness and resilience. Clinical supervision or other supports are utilised, when needed.

Be compliant with codes, guidelines, policies, procedures, legislation, and Standards and proactively engage with Buttery continuous quality improvement.	Codes, guidelines, policies, procedures, legislation, Standards, and quality improvement processes are adhered to at all times. Changes and improvements are supported.
	All mandatory training programs and team meetings are attended.
	There is mandatory reporting of any suspected incidents of child abuse.
Support an environment free from discrimination, harassment, bullying and model appropriate standards of professional behaviour in the workplace.	Interactions with colleagues, participants and stakeholders are undertaken in a courteous manner.
	Cultural and linguistic diversity is taken into consideration.
	There is positive feedback from others regarding your interactions.
Other duties relevant to the role as requested by the Clinician.	

Selection criteria

Qualifications and checks

- Certificate IV in AOD or Certificate IV in Mental Health Peer Work or higher tertiary qualifications.
- Current and valid Driver's Licence with an ability to travel around the region.
- A satisfactory Criminal Record Check and Working with Children Check.
- Current COVID vaccination and First Aid certificate.

Professional skills and experience

- A personal experience of recovery from AOD with the capacity to outline the steps you took towards recovery and how you remain active in your recovery.
- An understanding of trauma-informed care, mental health conditions and strategies for suicide prevention.
- Established networks and relationships with a with a range of referral services across the local community.
- Demonstrated proficiency using the Microsoft suite, a variety of databases and video conferencing tools such as Zoom/Teams/Health Direct.
- Demonstrated commitment to cultural diversity, equal employment opportunity, legislative compliance and workplace health and safety.

Interpersonal skills

- Strong communication skills and the ability to collaborate as part of team.
- Ability to work autonomously and use time effectively.
- A reasonable level of resilience to manage psychosocial demands, complex clinical issues, and exposure to participants in crisis.
- Self-reflective with the ability to review own work practices and maintain boundaries.

Agreement

These conditions of employment, your duties and location may be varied by The Buttery during the term of your employment. The position description duties are to read in conjunction with the terms and conditions that form your contract of employment.

I accept and agree to the duties in this position description. I understand and agree to abide by the terms and conditions stipulated.

Signature _____

Name _____ Date _____