



THE BUTTERY  
ENRICHING LIVES

## Position Description

### Clinician: Family Carer and Friends (FCF) Program

#### Position summary

Reporting to the Program Manager, the Clinician provides support to family members and supports networks of people who are impacted by someone else's substance use. The Family Carer and Friends (FCF) Program is available to anyone affected by a close friend or family member's alcohol or other drug use. It is noted that the term 'family member' can include anyone in the support network such as a partner, parent, child, grandparent, housemate or any other close friend or extended family member. The role involves guiding and supporting family members and support networks of participants who are undertaking the Buttery programs and people in the wider community. Counselling can take place with or without the person who is using alcohol or other drugs and is available for individuals, couples and family groups. A secondary aim is to help the person's recovery or, for those not in treatment, to encourage them to seek treatment.

The role operates online, in the office and in the community. Travel is required throughout the program footprint.

#### Organisational relationships

**Direct reports:** Nil

#### Internal and external relationships

Internal relationships involve participant, team and staff engagement and collaboration. External relationships includes Family members and support networks, Healthy North Coast, Local Health District, professionals, clinicians, GP's, agents for housing, Community Mental Health Service Providers and the broader community

Responsibilities	Outcomes
<b>Assessment</b>	
Support new referrals and provide guidance on the service.	Family members, carers and friends are informed of what can be offered to help them navigate their situation safely to ensure more positive outcomes.
Provide a professional, ethical and respectful standard of service to Family members, carers and friends.	Feedback from Family members, carers and friends indicated that the relationship is respectful and professional.
<b>Counselling support</b>	
Provide compassionate support and acknowledgement to family members, support networks either on the phone or in person.	Family members, carers and friends are given a safe and non-judgemental space to share their story and express their emotions.
	A neutral open-minded approach is taken and broad perspective of the situation is offered.

Responsibilities	Outcomes
Discuss strategies to help family members, carers and friends and improve other family relationship and connections.	Family members, carers and friends are supported to learn to take care of themselves and their own health and the health of other family members, carers and friends affected by the situation.
	Family members, carers and friends are empowered to become more resilient and make their own decisions.
	Family members, carers and friends are offered resources to support their own physical, emotional and psychological safety
Discuss practical strategies to help the family member or loved one they are concerned about.	Crisis intervention, coping strategies and supportive counselling are offered.
	Family members, carers and friends are guided through ways to manage conflict and suicide threats
	Family members, carers and friends are guided through ways to set workable boundaries.
	Family members, carers and friends are empowered to access help from a variety of sources.
<b>Education</b>	
Provide education to Family members, carers and friends.	Family members, carers and friends become better informed about alcohol or drug use and what their family member or loved one may be experiencing.
	Family members, carers and friends are provided with realistic expectations of treatment and outcomes.
	Family members, carers and friends are referred to other resources such as Family Drug Support and local services.
<b>Evaluation of program</b>	
Conduct an evaluation with Family members, carers and friends who are ready to cease counselling support.	Evaluation forms conducted when family members, carers and friends feel they have sufficient resources to manage the situation themselves and cease to participate.
	Files for family members, carers and friends who have not been in contact are kept open for two months in case they get in touch.
<b>Occasions of Service (OOS)</b>	
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.
Responsibilities	Outcomes
<b>Administration and reporting</b>	
Keep a record of appointments and manage bookings from multiple sources of referral.	Appointments are scheduled and changes are noted.
	Emails and texts are sent the day before to confirm appointments.
Maintain files and undertake other administrative tasks as required.	Accurate case notes are taken and data is input into the system.
Collect data to support future family, carer and friends' services and programs.	Relevant Psychometric measures are undertaken – eg K10/5
	Sufficient data is available to ensure there is evidence of the program's effectiveness
	There is participation in research projects.
<b>Team support</b>	
Participate in peer and clinical supervision processes.	There is adequate preparation and active participation in peer and clinical supervision.
	Ethical issues are discussed with the Program Manager and debriefs take place as necessary.
Participate in informal and formal case conferences, staff meetings and planned meetings	There is active contribution in meetings to reach key program and clinical decisions.
Work autonomously and as part of a wider outreach team.	A strong work ethic, respect, punctuality and commitment to service is demonstrated to ensure all team members are well supported.
<b>Representation and Networking</b>	
Develop and maintain a working knowledge of AOD and other relevant agencies/services.	Constructive relationships with key stakeholders are developed and maintained.
	There is active liaison with relevant agencies and other service providers, regarding resident progress and participation.
Represent the organisation positively in public forums and interagency networking groups	There is attendance at conferences, peak body meetings and symposiums.
	Presentations about the program are made as required.
<b>General</b>	
Be compliant with WHS requirements and take reasonable care to ensure your own safety and health and that of others. Abide by their duty of care provided for in the legislation. Ensure	There is demonstrated compliance with WHS requirements to ensure a safe and healthy workplace. This includes abiding by the non-smoking directive at Buttery sites and compliance with pandemic directives.

you do not place others at risk by any act or omission. Ensure you do not interfere with safety equipment.	Any injury, hazard or illness are reported immediately, where practical, to your line manager.
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.
Manage potential for vicarious trauma and maintain professional boundaries.	There is engagement with regular Clinical Supervision or EAP and the line manager is notified if additional supports are required.
Be compliant with codes, guidelines, policies, procedures, legislation and Standards, confidentiality 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 Program Manager.	

## Selection criteria

### Qualifications and checks

- Tertiary qualification at university level in Counselling, Social Work or Psychology Registration with a peak body such as Australian Health Practitioner Regulation Agency (AHPRA) or Australian Association of Social Workers (AASW) or PACFA or ACA level 3 is desirable
- Current and valid Driver's Licence
- A satisfactory Criminal Record Check and Working with Children Check

### Professional skills and experience

- Demonstrated experience supporting people experiencing alcohol and other drug-related difficulties with practical coping strategies and support with conflict management and boundary setting
- Ability to provide a supportive neutral approach and a strong understanding of harm minimisation and trauma informed care with family members, carers and friends in crisis
- Experience in delivering education programs to individuals and groups

- Demonstrated proficiency using the Microsoft suite, a variety of databases and video conferencing tools such as Zoom
- Established networks and relationships with a range of services in the local area
- Demonstrated commitment to cultural diversity, equal employment opportunity, legislative compliance and workplace health and safety

### **Interpersonal skills**

- Self-reflective with the ability to review own work practices
- Strong communication skills and the ability to collaborate as part of a team
- Ability to work autonomously and use time effectively
- A reasonable level of health and resilience to fulfil the demands of the role

### **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 \_\_\_\_\_