

## Position Description

General Details			
<b>Title</b>	Aboriginal Peer Worker (AOD)	<b>Classification</b>	Community Services Level 2
<b>Reports to</b>	Senior Practitioner	<b>Enterprise Agreement</b>	General Staff Agreement or Equivalent
<b>Program / Unit</b>	Streetlink Community Services	<b>Location</b>	43 Franklin Street

### Role Purpose

To help achieve the Streetlink purpose of providing an integrated primary health and specialised Alcohol and other Drug (AOD) treatment service that assists homeless and vulnerable young people to actively take care of their health needs, whilst supporting to reduce harm for individuals, families and communities. To support the service to remain connected to the Aboriginal and Torres Strait Islander community in metropolitan Adelaide.

### Essential Responsibilities

Function	Key Responsibilities	Key Performance Indicators
Service Delivery	<ul style="list-style-type: none"> <li>▪ Provide AOD harm minimisation information to clients of Uniting Communities from an evidence based, 'best practice' approach</li> <li>▪ Provide clients with insights about accessing the service and what they can expect</li> <li>▪ Facilitate group-based and one-on-one engagement with clients</li> <li>▪ Work with family units, including counselling, to family members of a young person with complex needs</li> <li>▪ Work with clients from a peer perspective</li> <li>▪ Engage in community connection activities and Aboriginal cultural events to provide brief interventions and provide information about the service</li> <li>▪ Provide support to the Clean Needle Program</li> </ul>	<ul style="list-style-type: none"> <li>▪ Feedback from Manager, team and clients – meeting and/or exceeding expectations</li> <li>▪ Ensure that reporting requirements and timeframes are met and financial targets are met.</li> <li>▪ Attend and participate in staff meetings and regular ongoing training.</li> <li>▪ Engage in a minimum of fifty (50) 1:1 interventions per annum</li> <li>▪ Engage in a minimum of twenty-five (25) family interventions per annum</li> <li>▪ Engage in twenty (20) group-based interventions per annum</li> <li>▪ Engage in twenty-two (22) community-based engagements per annum</li> </ul>
Values and Service Excellence	<ul style="list-style-type: none"> <li>▪ Role model the values and priorities of Uniting Communities:               <ul style="list-style-type: none"> <li>○ Kind, Bold &amp; Genuine</li> <li>○ Customer service excellence, advocacy and social justice, resilience and wellbeing, U City Community and a motivated and agile workforce</li> </ul> </li> <li>▪ Deliver service in line with Internal Service Excellence:               <ul style="list-style-type: none"> <li>○ Being of service to others / show you care</li> <li>○ Explore needs holistically and look for opportunities to add value</li> <li>○ Make it easy</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>▪ Leader and team feedback</li> <li>▪ Personal participation in and promotion of activities</li> <li>▪ Delivery of agreed objectives and outcomes</li> </ul>
Self-Management and Development	<ul style="list-style-type: none"> <li>▪ Manage self and demonstrate commitment to learning through evaluation and review of own performance, development of skills and knowledge and utilisation of knowledge and information</li> <li>▪ Display professional personal presentation</li> <li>▪ Undertake personal and technical skills development</li> <li>▪ Role model a positive and proactive results focused 'can do' attitude and behaviour</li> <li>▪ Develop and foster positive partnerships across the business to improve and support business outcomes</li> </ul>	<ul style="list-style-type: none"> <li>▪ Leader and team feedback</li> <li>▪ Personal participation in and promotion of activities</li> <li>▪ Delivery of agreed objectives and outcomes</li> </ul>
Team Work / Customer Focus	<ul style="list-style-type: none"> <li>▪ Work and contribute to a successful team environment</li> <li>▪ Contribute to the team achievement of defined service standards in a safe and trusting environment</li> <li>▪ Co-operate and provide support to team members and managers on day-to-day operational matters</li> </ul>	<ul style="list-style-type: none"> <li>▪ Leader and team feedback</li> <li>▪ Personal participation in and promotion of activities</li> <li>▪ Delivery of agreed objectives and outcomes</li> </ul>

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	<ul style="list-style-type: none"> <li>Undertake responsibilities that will positively contribute to the Community and Uniting Communities' Vision</li> <li>Deliver high-level customer service to our internal and external customers and departments</li> </ul>	
Compliance and Risk Mitigation	<ul style="list-style-type: none"> <li>Ensure compliance and provide a safe and equitable workplace by adopting safe work practices, following procedures and policies and respecting and appreciating diversity</li> <li>Ensure compliance with all statutory, legal and ethical obligations and compliance audits</li> <li>Identify and implement risk minimising strategies and practices</li> <li>Managers/Supervisors will support employees who are injured at work, ensuring ongoing communication and assistance with RTW claims as required</li> </ul>	<ul style="list-style-type: none"> <li>Leader and team feedback</li> <li>All compliance and audit requirements are met</li> </ul>

#### Selection Criteria

	Essential	Desirable
Training / Qualifications	<ul style="list-style-type: none"> <li>Certificate III in Community Services (or equivalent)</li> <li>Ability to attend all compulsory training required by the organisation for your position within allocated timeframe</li> <li>Successful completion of Enhanced Peer Project Training</li> </ul>	
Experience / Knowledge	<ul style="list-style-type: none"> <li>Personal experience within the AOD and health sector(s)</li> <li>Knowledge of the AOD sector, health sector and harm minimisation strategies</li> </ul>	<ul style="list-style-type: none"> <li>Understanding of the homelessness sector in SA</li> <li>young people with complex needs</li> </ul>
Skills / Abilities	<ul style="list-style-type: none"> <li>Good written and oral communication skills</li> <li>Ability to communicate and engage with a wide range of people</li> <li>A strong and ethical customer service approach</li> <li>Demonstrated skills, knowledge, and behaviour to work with Aboriginal and Torres Strait Islander people in a culturally respectful way, or the capacity to develop these.</li> </ul>	<ul style="list-style-type: none"> <li>Second language</li> <li>Developing knowledge and application of the MS Office suite of applications</li> </ul>
Licenses / Certificates	<ul style="list-style-type: none"> <li>Senior First Aid Certificate</li> <li>Maintenance of a full, unrestricted South Australian Driver's License</li> </ul>	

#### Special Conditions

- Where we have concerns that your level of fitness is adversely affecting your job performance, we may require, at our cost, that you submit to a Fitness Capacity Evaluation to ensure that neither you nor a fellow staff member nor a client are placed at risk of injury.
- Duties of the position may vary according to business needs.
- Work from any other metropolitan or regional location as required.
- Attend Manual Handling Category 1 training annually.
- Vulnerable Adult training attended annually.
- Child Safe Environment training to be attended every 3 years.

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Print Name: \_\_\_\_\_

Copy of My Commitment to Uniting Communities for all positions at Uniting Communities attached.

## Position Description

### MY COMMITMENT TO UNITING COMMUNITIES

At Uniting Communities, everyone works as a team to ensure the following:

#### 1. ACCOUNTABILITY

- Work within the vision and values and policy framework of Uniting Communities.
- Participate in the development of policies, procedures and work instructions as directed.
- Delegate authority and responsibility as defined within the Delegations of Authority Policy.
- Managers and Clerical staff will ensure organisational policies, procedures and relevant standards are adhered to, in relation to administrative and financial operations and observe the delegations as outlined in our organisational policy.
- Supervisors will ensure a safe and respectful workplace for all staff.

#### 2. WORK HEALTH SAFETY

- Cooperate with all policies, procedures and work practices and maintain currency of knowledge in relation to Work Health and Safety.
- Take reasonable care for your health and safety and for the health and safety of others.
- Follow all reasonable instructions given by management.
- Supervisors will ensure work is performed in a safe way and policies, procedures and safe work practices are observed for all staff.

#### 3. EVERYDAY COMMUNITY ENGAGEMENT

- Examine, develop and encourage ways to reach out and involve clients you work with in their communities, and communities in the work with our clients.
- Seek ways in which to enable people to reconnect with community.
- Facilitate community in its various forms and guises, to embrace and include all of its members.
- Assist in the achievement of Uniting Communities' overall goal to build a society which is compassionate and better able to support and care for its members and enables all people, regardless of their background or disadvantage, to participate and to flourish.
- Supervisors will support staff members working with clients by examining and implementing Everyday Community Engagement approaches core to our everyday activity in a form relevant to the work of that service.
- Supervisors will ensure that staff members understand the role of Community and that every staff member has the capacity to apply an Everyday Community Engagement approach to their everyday work by providing training, supervision and support with this aim in mind.

#### 4. SAFE ORGANISATION FOR CHILDREN AND OTHER VULNERABLE PEOPLE

- Familiarise self and adhere to organisational policies and procedures in relation to children, young people and vulnerable adults.
- Cooperate with strategies to actively ensure the safety, protection and well-being of children and other vulnerable people who come into association with the organisation.
- Supervisors will ensure child safe requirements are handled as part of supervision processes.

#### 5. NET ZERO 2035

- Support and embrace Uniting Communities' emissions reduction commitment, minimising environmental impact in the performance of your role, supporting and encouraging staff to do likewise.