

Primary Care Connect POSITION DESCRIPTION

TITLE:	Alcohol and Other Drugs Youth Outreach Worker
CLASSIFICATION:	Youth Worker
SALARY & CONDITIONS:	Social and Community Service Award
HOURS OF WORK:	76 Hours per Fortnight
DEPARTMENT:	Families and Counselling
COST CENTRE:	ATOD
DIRECT REPORT TO:	Manager Alcohol, Tobacco and Other Drugs
TENURE/STATUS:	Full Time
PERFORMANCE REVIEW:	Initially 3 Months Then Annually Thereafter
APPROVED:	January 2012

MISSION STATEMENT:

To work with our community to provide primary health care services that strengthen the ability of individuals and families to make choices that will improve their health and well being.

BACKGROUND:

Primary Care Connect is a not-for-profit community based organisation located in Shepparton, servicing the City of Greater Shepparton and Shires of Moira and Strathbogie. Services include, but are not limited to, Gambler's Help, Drug and Alcohol Counselling, Financial Counselling, Community Health Nursing, Parent Education Service, Dietitian and Generalist Counselling.

In a manner that is consistent with the social model of health, PCC recognises and endorses the values listed below. As Alcohol and Other Drugs Youth Outreach Worker, you will be expected to demonstrate these values in your day to day activities and interactions, both with your colleagues and when representing PCC externally. Your success in the role will depend on your ability to work harmoniously and effectively with other staff, our clients and our community.

VALUES:

These underpin our active commitment to the advancement of health through community development and advocacy, health promotion and the provision of direct care. A commitment to these values is central to the effective and efficient work performance of PCC employees.

- We value integrity, credibility and respect for the individual
- We respect the knowledge and diversity of our people
- We build partnerships through communication and collaboration
- We take a proactive and evidence based approach to service delivery
- We believe in striving for excellence through continuous improvement and innovation

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- We aim to improve our knowledge and understanding of the health and primary care needs of the community.

1. POSITION SUMMARY

The Youth Outreach Worker is required to provide outreach services to young people 10 – 25 years of age in the City of Greater Shepparton, Shires of Moira and Strathbogie of Victoria. The service aims to support young people with problematic alcohol and/or other drug use who are 'at risk' or marginalised within our community. The service will also support young people to access other services and support.

The Youth Outreach Worker will also be responsible for the provision of early intervention and community education initiatives, and will have a presence at youth specific events.

2. KEY SELECTION CRITERIA

2.1 ESSENTIAL

- Tertiary qualification in health, welfare, youth work or social sciences.
- Minimum core competencies in ATOD qualifications.
- Current Victorian Drivers License
- Satisfactory National Police Record Check
- Current Working With Children's Check
- Experience working in the alcohol and other drugs sector.
- An understanding of the drug treatment service system.
- Demonstrated ability to actively engage young people in treatment services.
- Ability to work flexible hours within the constraints of the funded hours per week.
- Commitment to practice within a harm minimisation framework.
- Demonstrated experience in provision of case management, assessment and treatment planning for clients.
- Ability to work independently within a team environment.
- Well developed communication, interpersonal and liaison skills.
- Understanding of rural health and issues affecting young people.
- Excellent report writing skills.
- Ability and willingness to travel for work purposes. This may involve driving some distances within and beyond the Health Service. Therefore evidence of a current Class C drivers licence is also required
- Ability to use a computer programs including Microsoft word & excel, email and internet

2.2 DESIRABLE

- Understanding of motivational interviewing techniques and principles
- Empathic understanding of the issues of substance users
- Knowledge of approaches to drug and alcohol education
- Experience in drug and alcohol counselling
- Other counselling experience

3. DUTIES & RESPONSIBILITIES

This position reports to and is supported by Manager Alcohol, Tobacco and Other Drugs.

- To provide outreach support to 'at risk' young people between 10 – 25 years, meeting funding targets.
- To undertake the outreach work in areas and times where young people congregate.
- To undertake comprehensive assessments and develop Individual Treatment Plans (ITP's) with all clients.
- To facilitate referrals between young people and other service providers.
- To provide brief interventions, information and education to the broader youth community in regard to alcohol and other drug use issues.
- To develop and maintain links with other key youth specific service providers.
- To participate in specific Drug and Alcohol Programs conducted by Primary Care Connect
- Maintain statistics in relation to day to day operations of service provision
- Participate in health promotion activities aimed at reducing and minimizing alcohol drug related harm in the community
- Participate in the Needle and Syringe Program in accordance with the Department of Health and Community Services NSP training manual standards.
- Establish annual service objectives, develop performance indicators and evaluate outcomes. This process will be discussed with your Manager and an Individual Development Plan will be developed which clearly defines your performance indicators.
- Undertake and successfully complete other duties as directed.

4. ORGANISATIONAL INFORMATION

Personal and Professional Development

- Participate in training and development opportunities as appropriate, including all mandatory training.
- Continually develop personally and professionally to meet the changing needs of your position, career and industry, including regular internal clinical supervision.
- Attend compulsory training sessions provided by the organisation.
- Actively participate in the performance management process as required.

Professional and Ethical Behaviour

- Provide prompt and courteous service to clients, colleagues, other stakeholders and the community.
- Maintain confidentiality on all issues relating to the organisation, clients and fellow colleagues.
- Comply with Information and Privacy Legislation and Regulations.
- Ensure work with clients is undertaken in a manner that is empowering, empathic, culturally appropriate and is responsive to individual needs.
- Dress and personal presentation to reflect the organisation and/or industry standards and regulations at all times.
- Actively participate in the Clinical Supervision Process (if applicable).

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Administration and Documentation

- Maintain all documentation, including client files, in an accurate, professional and timely manner
- Provide timely and accurate data reports for the organisation and funding bodies as required.
- Effective use of communication systems including: emails, phones, internet, fax, etc

Teamwork and Communication

- Regular attendance at team and staff meetings.
- Participate as an active member of a team
- Work actively and enthusiastically within a team to achieve team goals.
- Resolve any workplace conflict in accordance with organisational policies and procedures.
- Participate in organisation internal committees.

Continuous Quality Improvement

- Ensure the delivery of quality and accountable services to the community.
- Participate in quality improvement activities
- Comply with all organisational policies, procedures and work instructions including the code of conduct for employees, occupational health and safety and the management of organisational resources.

Health Promotion

- Participate and support an integrated approach to health promotion activities within the organisation

Occupational Health and Safety

Whilst the organisation has 'Duty of Care' obligations to its employees, all employees also have 'Duty of Care' obligations to themselves and the organisation. Employees must observe the following Occupational Health and Safety (OHS) responsibilities:

- Participate and contribute in occupational health and safety activities to ensure a safe work environment for clients, community, staff and visitors.
- Ensure that work is carried out in accordance with OHS requirements and standards; in order to prevent work-related injuries and illnesses.
- To work in a manner which does not wilfully or negligently place at risk the health or safety of any person including self, nor recklessly interfere with or misuse any item which has been provided in the interest of improving health and safety.
- To comply with all reasonable instructions and procedures and use such equipment, protective clothing and other items provided by the employer in the interest of employee health and safety.
- Report any potential situation that the employee feels may constitute a hazard to the health and safety of employees, clients or any visitor to the organisation.
- Report any workplace incident, accident or other occurrence that has happened, and complete the necessary reporting documentation.

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Relationship to Individual Development Plan

This position description operates in conjunction with and forms part of the relevant Individual Development Plan. An initial performance review will take place three months following commencement of employment and then on an annual basis.

I have read, understood and accept the above position description:

Employee Name: _____

Employee Signature: _____ **Date:** _____

Manager Name: _____

Manager Signature: _____ **Date:** _____