



# Position Description

<b>Position Title:</b>	<b>Client Programs Officer - Residential Recovery Team (Identified)</b>
<b>Position Type:</b>	Full Time (x 2 EFT)
<b>Classification:</b>	G2 L1 Aboriginal Health Worker, ACCHSA 2010
<b>Reporting To:</b>	Residential Team Coordinator
<b>Staff Reports:</b>	Nil
<b>Hours</b>	76 Hours per fortnight
<b>Location</b>	Gindaja Residential Recovery Centre, Back Beach Road, Yarrabah
<b>Date Approved</b>	August 19, 2019
<b>Review Date</b>	August 19, 2024

## ABOUT GINDAJA

*'Gindaja's vision is to create an alcohol and substance dependency free lifestyle in the Yarrabah community and beyond. In our journey, we will build and offer a safe and healthy place for our people to come'*

Gindaja provides culturally appropriate alcohol and other drug (AOD) Education, Treatment, Recovery and Healing to people from the Aboriginal Shire of Yarrabah (60km from Cairns) and from across the Far North Queensland (FNQ) region, including the Cape and Torres Strait. Gindaja operates a 19 bed Residential Recovery Centre as well as a Learning and Wellbeing Centre that offer a range of services including primary prevention, health promotion, harm reduction, case-management and social and emotional wellbeing (SEWB) for men, women and families who are experiencing alcohol and/or other drug related problems. Gindaja's holistic model of person centred, SEWB rehabilitation is the only Indigenous community controlled, specialist AOD residential service in the FNQ region.

## ABOUT THE POSITION

The Client Programs Officer (CPO) position is an Identified position as there is a genuine occupational requirement for the position be filled by an Aboriginal and/or Torres Strait Islander person, as permitted by and arguable under Section 25, 104 and 105 of the Queensland Anti-Discrimination Act (1991).

Reporting to the Residential Team Coordinator, the CPO is responsible for facilitating and delivering Gindaja's range of group Social and Emotional Wellbeing (SEWB) programs and services to clients at the Residential Recovery Centre.

CPO's work as part of a dedicated and close-knit team to deliver Gindaja's 12-week residential program to clients from communities in Yarrabah, Cairns and surrounding districts, from FNQ Cape communities as well as people from other states and territories throughout Australia.

## PRIMARY DUTIES AND RESPONSIBILITIES

### Client Care Functions:

- › Provide support and assistance to Gindaja clients recovering from alcohol and/or substance dependencies and ensure service delivery complies with the Gindaja Model of Care, and Principles of Best Practice.
- › Deliver Gindaja approved programs at the residential service through the facilitation of daily SEWB group programs and services to Gindaja clients.
- › Provide orientation and welcoming processes and procedures to new incoming Gindaja clients
- › Ensure the safety and security of clients at all times through appropriate monitoring processes and following Gindaja's risk management and health and safety policies and procedures.
- › Actively engage and supervise Gindaja clients in individual/group cultural and recreation activities
- › Facilitate and lead culturally secure SEWB yarning circles for clients.
- › Ensure client privacy and confidentiality are upheld in accordance with national/state/Queensland Health legislation/regulations and Gindaja's policies and procedures.

### Team Functions

- › Participate, support and contribute to Gindaja staff meetings, team meetings and team environment
- › Work in partnership with other CPO's, Client Support Officers (CSO's) and Aboriginal Health Workers within the Residential Recovery Team and across other Gindaja services teams to achieve a consistent and seamless delivery of services to clients.
- › Facilitate strong links, communication and team work with relevant staff from the Learning and Wellbeing Centre and the Weekend Team (i.e. intake and after care workers, weekend CSO's etc.)
- › Provide support and assistance to other Gindaja staff teams across the organisation as required

### Reporting, Client Records and Data Collection Functions

- › Maintain proper data collection on group programs undertaken at the residential service, ensuring that details on client numbers, feedback, program evaluations and other relevant data is collected and entered into Gindaja's information systems (MIMASO and LOGI QC)
- › Maintain individual client records at all times (including entering case notes where required)
- › Prepare and deliver/facilitate hand-over information/reports as required
- › Participate in service evaluations/reviews (including data collection) as required
- › Provide appropriate written/verbal reports to the Residential Team Coordinator as requested.
- › Participate in and contribute to the organisation's Quality Management System

### Networking and Communication Functions

- › Communicate effectively in the workplace with staff and clients.
- › Liaise with other external services, government and non-government agencies as required
- › Attend external sector network meetings as directed by the Residential Team Coordinator
- › Act as a source of information, advice and guidance to other staff members

### Health & Safety Functions

- › Ensure hazardous situations are minimised and/or dealt with proficiently
- › Keep office in a clean and tidy manner

## **Training and Professional Development**

- › Participate in alcohol and drug education and certified training as required by Gindaja
- › Participate in Workplace Health and Safety Certified Training
- › Participate in any free online training to enhance knowledge and skills

*Please note that the duties outlined in this position description are not exhaustive, and are an indication of the work of the role. Gindaja can direct you to carry out duties which it considers are within your skill, competence and training.*

## **CORE COMPETENCIES**

### **Knowledge and Experience:**

Possessing qualification and/or experience relating to this particular area of work. Must possess education and training, and be able to display understanding.

### **The ability to work as part of a team:**

Be willing to assist other staff members and undertake training in the workplace to achieve the Gindaja vision of delivering a standard of service that meets the expectations of the community. This approach to teamwork also helps improve skill levels of employees that allows for multi-tasking and development within the team.

### **The ability to develop effective client relationships:**

Gindaja's core business is about serving our clients in the treatment of substance misuse. In order to effectively maintain this service, all employees of Gindaja must have the ability to develop, maintain and engage in client relationships that promote a safe and suitable environment that allows our clients to recover in order to re-integrate with the community. This means that employees will demonstrate empathy (understanding pain). Diversity (accepting differences) and tolerance (patience) when dealing with clients.

### **The ability to communicate effectively:**

Communicates effectively and appropriately with Aboriginal and Torres Strait Islander people and the wider community.

## **QUALIFICATIONS/EXPERIENCE**

### **Required**

- › A written reference from an Aboriginal and/or Torres Strait Islander referee who can confirm:
  - That you are of Aboriginal and or Torres Strait Islander descent,
  - You identify as Aboriginal and/or Torres Strait Islander person, and
  - An Aboriginal and/or Torres Strait Islander community accepts you as an Aboriginal and/or Torres Strait Islander person
- › Certificate or Diploma level qualification and/or previous experience in a similar/related role
- › C Class Drivers Licence
- › Willingness to undertake regular motor vehicle travel to Cairns and surrounds
- › Positive Notice Blue Card/Working with Children Card
- › Criminal History Check
- › Sober Habits/No Drug Use

### **Desirable:**

- › Current Senior First Aid Certificate or up to date CPR Certificate

## SELECTION CRITERIA

- › A knowledge and understanding of Aboriginal and Torres Strait Islander Societies and their cultures, and a general understanding of the issues that are affecting Aboriginal and Torres Strait Islander people as they relate to alcohol and substance misuse.
- › Demonstrated experience in a human services field, AOD and/or client support environment or similar service
- › Demonstrated ability to facilitate programs based on the need of clients recovering from substance misuse.
- › Demonstrated ability to develop and maintain good communication / inter-personal skills with clients
- › Demonstrated ability to work as part of a team
- › Demonstrated ability to write reports and briefs
- › Demonstrated ability to use a computer
- › Understanding of, or ability to acquire knowledge of workplace health and safety practices.