Position Description

Position Title:	**Weekend Residential Coordinator**
Position Type:	Part Time
Classification:	Aboriginal and Torres Strait Islander Health Workers and Practitioners and Aboriginal Community Controlled Health Services Award – MA000115
Reporting To:	Treatment Services Manager
Staff Reports:	7x reports (Day Client Support Officer x2, Evening Client Support Officer, Night Watch Support, Caretaker, Weekend Cook, Weekend Site Patrol Officer)
Hours	63 hours per fortnight (Friday 2-10pm; Saturday & Sunday 8am-8pm)
Location	Residential Recovery Centre (Back Beach Road, Yarrabah)
Date Approved	29/09/2026
Review Date	09/09/2026

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 15 bed Residential Recovery Centre as well as a Learning and Wellbeing Centre (LWC) 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.

About the Position

The Weekend Residential Coordinator position is an Identified position as there is a genuine occupational requirement for the position to 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).

The Residential Recovery Centre provides 24/7 care and support for people to recover and heal from alcohol and other drug dependency. The Recovery Centre is located on Back Beach Road in Yarrabah and has a capacity for up to 15 residents, each undertaking a 12 week (3 month) residential recovery program. The overall aim of the Residential Recovery Centre is to: *'provide culturally appropriate residential AOD treatment, rehabilitation and support for our people to recover and heal from the damaging impact of alcohol and drug dependency'.*

Reporting to the Treatment Services Manager, the Weekend Residential Coordinator oversees the operations, activities and client care staff for the weekend at the Residential Recovery Centre.

Primary Duties and Responsibilities

Leadership Functions:

- Oversee and coordinate the daily operations of the weekend team at the Residential Recovery Centre and Step-Up programs ensuring that services are delivered effectively and are in line with the intent and requirements of Gindaja's Model of Care and organisational policy and procedures
- Manage and supervise the weekend client care team and the weekend night staff, effectively and respectfully communicating clear instructions to team members and other co-workers
- Be an approachable point of contact for team members as an information and direction source
- Be attentive to team members feedback and resolve any issues or conflicts that may arise in line with good HR practices and Gindaja policies and procedures
- Recognise high performance and reward accomplishments, encouraging creativity and personal initiative from team members with realistic expectations
- Oversee and monitor the client data system and input ensuring accuracy and client confidentiality
- Identify resources required for optimal performance of the weekend activities/client care
- Advise and assist in the recruitment and appointment of relevant staff
- Advise and liaise with the Treatment Services Manager in regard to the ongoing training and professional development of staff and ensure that effective human resource practices are adhered to.
- Ensure compliance with all relevant statutory obligations and regulations and comply with State and Federal legislation as it applies to the planning and delivery AOD residential services and functions
- Actively and constructively participate in team meetings with the Residential Coordinator as required
- Contribute to the development and implementation of initiatives contained within Gindaja's Strategic Plan.
- Provide direct supervision, leadership and day to day direction to weekend and night staff, including:
    - Client Support Officers
    - Weekend Cook
    - Night Watch Support Officer
    - Caretaker
    - Weekend Site Patrol Officer
- Coordinate and appoint suitable relief staff to maintain safe staffing levels and continuity of client care, in accordance with approved rosters, budgets and Gindaja policies and procedures
- Be willing to work outside rostered hours to contact and coordinate relief staff
- Assist in a CSO role when necessary to ensure day to day client care services are delivered consistently

Client Care Functions:

- Provide individual and group support 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 when needed
- 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.
- Facilitate and co-facilitate SEWB strategies and programs to Gindaja clients where required
- Coordinate client care staff to actively engage and supervise Gindaja clients in individual/group cultural and recreation activities
- Provide culturally secure SEWB counselling and yarning to clients.
- Ensure medication supervision is provided to clients as required
- De-escalate any volatile situations between clients and call emergency services if necessary
- Ensure clients adhere to health and safety directives (including COVID health precautions when relevant)

- Provide first aid care to clients as required and within the limits of First Aid training
- Ensure client case notes and handover notes are kept up to date and reflect any incidents, relevant conversations and interactions that have occurred over the weekend.
- 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 where necessary
- Participate in a positive team environment across the residential team as well as with other Gindaja services teams to achieve a consistent and seamless delivery of services to clients
- Provide support and assistance to other Gindaja staff teams across the organisation as required
- Receive and provide comprehensive client hand-over information from/to the weekday and weekend residential team

Reporting Functions

- Maintain proper client records at all times (including case notes) ensuring that all client information and data is entered into Gindaja's electronic information systems in a timely fashion (MIMASO and LOGIQC)
- Ensure client files and health records are maintained according to state/national guidelines and legislation.
- Prepare, deliver and facilitate hand-over information/reports as required
- Participate in service evaluations/reviews (including data collection) as required
- Provide appropriate written/verbal reports to the Treatment Services Manager as requested.
- Participate and contribute to the organisation's Quality Management System
- Comply with all HR requirements

Networking and Communication Functions

- Work in partnership with other external services, government and non-government agencies who are involved in client's care, where appropriate and required
- Communicate effectively in the workplace with staff and clients.
- Act as a source of information, advice and guidance to other staff members as required

Health & Safety Functions

- Ensure hazardous situations are minimised and/or dealt with in line with Gindaja policy and procedure
- Keep office in a clean and tidy manner
- Ensure compliance with risk assessment procedures

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
- Identify training needs for team members and provide coaching
- Ensure staff attend mandatory training

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 experience in relation to Team Leader or Supervisor positions. Qualifications in Leadership and Management desired. Knowledge and Experience in the AOD sector.

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 dependency. 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), 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. Must also be able to effectively communicate with staff to discover training needs to provide coaching where necessary, and be able to prevent, diffuse and resolve issues that may arise.

QUALIFICATIONS/EXPERIENCE

Required

- Appropriate and valid evidence of Aboriginal and or Torres Strait Islander descent, and that you identify as Aboriginal and/or Torres Strait Islander
- Previous experience in a leadership role
- C Class Drivers Licence
- Sound computer skills (MS Office)
- Excellent verbal and written communication skills, and ability to facilitate workplace motivation/coaching with the team
- Willingness to undertake motor vehicle travel to Cairns and surrounds when required
- Sober Habits
- Food Handling Certificate or ability to obtain

Desirable:

- Current Senior First Aid Certificate or up to date CPR Certificate or ability to obtain
- Positive notice Blue Card
- Previous experience within the AOD sector

SELECTION CRITERIA

- A general knowledge and understanding of how alcohol and substance misuse issues affect Aboriginal and Torres Strait Islander people in a community setting.
- Demonstrated experience in providing services to Aboriginal and Torres Strait Islander people, their families and communities
- Highly developed verbal and written communication skills (including listening, negotiation, conflict resolution/mediation and report writing) with a demonstrated ability to communicate effectively across a range of stakeholders
- Previous experience in a leadership role in a multidisciplinary team
- Demonstrated ability to work unsupervised and make autonomous decisions to ensure effective service delivery
- Demonstrated competence in standard computer programs (Word, Email, Browsers etc)