

JOB DESCRIPTION FORM- WELFARE WORKER – MUNDA MIA

Position Title:	Welfare Worker – Munda Mia Therapeutic Community (MMTC)		
Service Location:	MMTC		
Program: (If applicable)	MMTC	Hours:	TBA
Reporting to:	Manager MMTC	Award Classification:	Level 4-5 Cyrenian House EBA
Our Vision	Healthy, inclusive and harm-free communities		
Our Mission	An organisation that provides the highest quality services to make a positive and meaningful difference in the lives of people affected by alcohol and other drugs.		
Our Values	Empower, Respect, Resilience, Hope & Integrity		
Cyrenian House values the uniqueness of individuals who may vary in many different ways, including race, ethnicity, culture, social class, gender, age, religious belief, sexual identity, mental and physical ability. <b style="color: red;">We celebrate and promote this diversity as a strength of our organisation.			
This position:			
The welfare worker will work with adult residents and children within the MMTC program to provide, culturally appropriate support and welfare advocacy for their AOD use. The welfare worker will also provide support for residents to fully participate in the Therapeutic Community.			
Duties and Responsibilities:			
General:			
<ul style="list-style-type: none"> • Support, promote and work in accordance with the Vision, Mission and Values of Cyrenian House. • Participate as a valued team member promoting and contributing to a supportive team environment. • Provide support to and share expertise with other staff, students and volunteers. • Participate in staff meetings, supervision, training and team planning workshops. • Contribute to the development, implementation and evaluation of the service model. • Contribute to Cyrenian House continuous quality improvement processes. • Work in accordance with Cyrenian House Code of Conduct. • Be responsible for personal health and safety in the workplace and for complying with all Cyrenian House occupational safety and health policies and procedures, promoting and maintaining a safe and secure environment. • Contribute to and promote the implementation of the Standards on Culturally Secure Practice. • Other duties as required. 			

Welfare and Resident Management

- Organise enrolment for children into the local intake school or day-care.
- Liaise with child health nurse re medical/health issues for children including immunisation.
- Identify welfare issues of the resident and other underlying areas of concern.
- Provide supportive welfare and educative information to resident's family members and significant others as appropriate.
- Respond appropriately to residents in crisis situations.
- Record brief case notes on welfare issues for individual residents.
- Provide telephone welfare information and advocacy on behalf of residents where appropriate.
- Provide information/education and practical instruction on home management skills e.g. cooking, budgeting, nutrition, cleaning and hygiene.
- Facilitate the referral process of residents to suitable programs/agencies and assist in engagement of resident where necessary.
- Organise resident appointments at various locations e.g. Doctors, Centrelink etc. and transport resident where necessary.
- Facilitate admission and discharge procedure where appropriate.
- Provide welfare support and advocacy on appropriate resident issues.
- Maintain statistical data entry through the Pharos system on families and produce statistical reports for TC Manager on resident base.

Accommodation

- Regular inspection of resident accommodation pre and post admission. Assessment of resident's ability to maintain upkeep and if support/skills building is required.

Supporting Women and children

- Ensure that the living environment is maintained by the residents in a safe, responsible and socially acceptable manner ensuring the program expectations and boundaries are adhered to.
- Coach and mentor women in parenting and independent living skills.
- Ensure that mothers care for their babies and children in a safe, protective and responsible manner. Maintain child protection as a high priority and report any concerns to the Line Manager immediately.
- Ensure that confidentiality and appropriate boundaries are kept with and between the residents.

Group Work

- Design and facilitate effective group work on welfare and health issues in relation to reducing the harm associated with blood borne viruses, safer using and safer sexual practices.
- Facilitate welfare information groups as directed by the Clinical Coordinator.

Representation and Networking

- Represent the organisation and advocate on the behalf of residents to community agencies and businesses where appropriate.
- Develop and maintain a working knowledge of other services for appropriate referral of residents.
- Liaise with relevant persons and services (e.g., Lawyers, Department of Justice etc.) where appropriate.
- Contribute to reports for the courts and various agencies in conjunction with the Clinical Co-ordinator and as necessary to support resident progress.

Teamwork and Organisational Development

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- Contribute to the development, implementation and evaluation of the agency service model and service delivery policies and procedures.
- Participate with peers in facilitated staff group support/supervision and debriefing sessions.
- Maintain appropriate levels of skills and knowledge of drug trends, through regular training and research.
- Support the 'Community as Method' process.
- Actively participate in activities such as recreation, meal preparation, dining and chores alongside residents, participating as role models where appropriate.

Administration and Reporting:

- Prepare for and actively participate in regular supervision sessions.
- Assist in supervising students on placement and volunteer workers.
- Maintain resident files and other resident related administrative duties.
- Maintain resident statistics.
- Undertake other administrative and office management tasks as required.
- Supervise urine collection of same sex residents.
- Collect resident rents, organise payments for activities and maintain financial records and receipts.
- Responsible for maintenance of vehicles and ensuring they have fuel.
- Arrange for volunteer escorts for sport, shopping and appointments.

Engagement with Residents

- Participate actively in all aspects of the community, ensuring a safe environment and positive functioning of the TC is developed and maintained.
- Support the integration of residents into the community.
- Support the empowerment of residents.
- Encourage resident participation and interaction.
- Interact with residents informally during daily activities to help establish a relationship that facilitates therapeutic interactions.
- Encourage involvement in community activities.
- Encourage interaction with residents in formal and informal contexts while maintaining clear boundaries.
- Encourage role modelling for the community residents supporting shared community values.
- Support the offering of personal experience where appropriate.
- Manage ongoing intensive involvement with residents.
- Maintain own personal and professional boundaries.
- Challenge, and deal well with confrontation, role modelling appropriate responses.
- Relinquish control to support resident empowerment, recognising that the community and not they (the staff member) are the major change factor for residents.

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Selection Criteria:

Essential competencies and experience:

- Tertiary qualifications in health and/or social welfare or equivalent.
- Experience and knowledge of Drug and Alcohol issues.
- Previous experience and knowledge of Client Welfare and Advocacy work.
- Personal skills and attributes suitable to working alongside women and their dependents, including mentoring skills.
- Understanding of advocacy for vulnerable women and families, including knowledge of child development.
- Sound skills in communicating with and responding to women and families and in maintaining boundaries and confidentiality.
- Demonstrated and well developed interpersonal, verbal, and written communication skills and ability to work as a part of a team.
- Problem solving and intervention skills with the ability to identify and assess resident needs.
- Demonstrated administrative, organisational and time management skills.
- Well-developed self-management skills to cope with difficult cases, manage stress.
- Experience in using Microsoft Office suite and computer systems.
- Willingness and ability to work within the philosophy and culture of the Therapeutic Community model.

Required Clearances:

- Full work rights.
- Current National Police Clearance.
- Current First Aid Certificate
- Current driver's License and reliable vehicle

Please sign below to confirm you understand of the requirements of your role and return a signed copy to the Human Resource Department:

Name: _____

Signature: _____

Date: _____

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