

Position title	AOD Support Worker
Position number	P2192
Employment status	Full time
Department	Health and Wellbeing
Location	Knight St. Shepparton
Position reports to	Manager
Award	Social, Community, Home Care and Disability Services Industry Award 2010
Classification	Level 4, Pay Point 1

ABOUT THE ORGANISATION

Rumbalara Aboriginal Cooperative (RAC) is recognised as a leader among Aboriginal community-controlled organisations, maintaining a high profile in the public and private sectors across research, consultancy, policy development, and partnerships. RAC operates in a culturally appropriate, sensitive, community-controlled environment that maintains a holistic approach to service provision and emphasises the importance of family and community.

RAC has been a resource, service provider and enabler of the Aboriginal and Torres Strait Islander communities of the Greater Shepparton region since 1980. RAC is a cooperative working to provide a range of supports and services including:

- Health and Wellbeing
- Positive Aging and Disability Services
- Justice and Community Services
- Asset and Infrastructure Services / Housing
- Engagement & Family Services
- Corporate Services

RAC has an annual budget of \$30+ million and a workforce of approximately 300+ people. RAC is a significant employer and economic contributor to the region and plays a high-profile leadership role as one of the larger Aboriginal organisations in Australia. RAC is committed to ensuring the Aboriginal people in the Goulburn Valley have certainty of access to community-controlled services.

ROLE PURPOSE

The AOD Support Worker provides culturally safe, client-focused services to Aboriginal and Torres Strait Islander people who are affected by alcohol and other drugs (AOD). The role involves working in partnership with individuals and families to address substance use issues, promote health and well-being, and support recovery pathways. The

position requires a deep understanding of Aboriginal culture, history, and social issues to deliver services that are culturally appropriate and effective.

KEY SELECTION CRITERIA

Qualifications and Registrations:

- Certificate IV in Alcohol and Other Drugs or equivalent qualification.
- Demonstrated experience working with Aboriginal communities in a health or social service setting, particularly with AOD-related issues.

Knowledge and skills:

- Understanding of the social, cultural, and historical factors that impact Aboriginal communities and individuals.
- Ability to work effectively with Aboriginal people and families, respecting their values and practices.
- Strong communication, interpersonal, and problem-solving skills.
- Ability to maintain confidentiality and manage sensitive information with integrity
- Experience in case management and community-based service delivery.
- Knowledge of harm reduction strategies and culturally appropriate therapeutic interventions

KEY RESPONSIBILITIES

1. Technical Capabilities

- Work directly with clients to assess their AOD-related needs and develop individualised support plans.
- Provide support, and advocacy to individuals and families impacted by AOD use.
- Work collaboratively with clients to develop and implement strategies for recovery, harm reduction, and overall wellbeing.
- Monitor progress and adjust support plans as necessary to ensure the best outcomes for the client
- Deliver services in a culturally safe manner that aligns with Aboriginal values, traditions, and ways of healing.
- Build strong, trusting relationships with clients through respect for cultural differences and understanding.
- Provide culturally relevant resources and support that are designed to meet the specific needs of Aboriginal people
- Assist clients in accessing additional services such as health, housing, education, and employment support.
- Establish and maintain collaborative working relationships with local Aboriginal organisations and other service providers to enhance support networks.
- Engage with local Aboriginal communities to raise awareness about AOD services and encourage individuals to seek help.
- Organise and participate in community education sessions and events to promote healthy lifestyles and prevent substance misuse.
- Advocate for the needs and rights of Aboriginal people within the broader healthcare and social service systems
- Maintain accurate client records and documentation in accordance with organisational policies and legal requirements.
- Provide regular reports on client progress, service delivery, and community outreach activities.
- Participate in staff meetings, training, and professional development opportunities
- Perform all other reasonable duties as directed, within the scope of your skills, competence and training by your manager/Team Leader or any other relevant Rumbalara personnel as appropriate.

2. Behavioural Capabilities

- Act at all times to protect the right of the clients, including culture, confidentiality, privacy, individual choice and decision-making

- Demonstrate commitment to the Co-operative's values and behaviours - serve the community, work together, act with integrity and respect other people (a copy of this is available to view)
- Provide support and proactively engage with the clients and broader community
- Establish and maintain relationships with clients, community and Rumbalara staff and team members

3. Administrative Capabilities

- Attend staff meetings
- Submit accurate timesheets and claim forms (if applicable) in a timely manner
- Participate in service training programs as organised by Rumbalara and / or any other training to upgrade skills
- Ensure that all statistical data / record-keeping and other documentation are completed and forwarded on time
- Follow correct policy and procedure directions at all times
- Contribute to and support the organisation's systems and processes for managing safety, quality and risk; observe and report hazardous situations or behaviours

EMPLOYMENT CONDITIONS

- Have a current National Police Check
- Hold Valid Driver's License, without restriction
- Hold current Employee Working with Children's Check
- Covid Vaccination Certificate in accordance with the government guidelines
- All staff are required to sign a confidentiality agreement on appointment to the organisation
- Probationary / qualifying periods apply to all positions
- All staff are required to adhere to the Code of Conduct of the Co-operative (available to view)
- All staff are required to follow the policies and procedures to the department and the Co-operative (manuals are available to view)
- A commitment to equal opportunity and Occupational Health and Safety principles and practices is required
- Salary packaging is available to permanent part time and full-time staff
- Tenure of positions at RAC will be tied to existing contracted funding arrangements