

# AOD Project Worker

## Building Hope and Homes



### Who we are

Micah Projects is a community based, not-for-profit organisation with a vision to create justice and respond to injustice at the personal, social, and structural levels in church, government, business, and society.

Micah Projects subscribes to the principle of non-discrimination that seeks to guarantee that human rights are exercised without discrimination of any kind based on race, colour, sex, language, religion, political or other opinion, national or social origin, property, birth, or other status such as disability, age, marital and family status, sexual orientation and gender identity, health status, place of residence, economic and social situation.

We believe that every adult and child has the right to a home, an income, healthcare, education, safety, dignity, and connection with their community of choice.

### Work Health and Safety

Everyone has a right to feel safe at work, and Micah Projects is committed to minimising the risk to any staff member, student, volunteer, contractor, consultant, and Board Member within the organisation. We work collectively to comply with the *Work Health and Safety Act 2011*.

### What we do

Micah Projects works to break down barriers that exclude people from housing, healthcare, employment, and meaningful connections, and to give people a voice.

We support individuals and families including children to resolve crisis, break social isolation, have a home, access health and community services, and build a community.

We provide a range of support and advocacy services to individuals and families according to their needs. We ensure the immediate needs of participants are met in a supportive, informed, safe, and respectful manner.

### Equal Opportunity

Micah Projects is an equal opportunity employer and promotes access to employment to individuals from a diverse range of social and cultural groups. We acknowledge the First Peoples of Australia as the traditional owners of this land and support their right to self-determination and cultural expression. We recognise that Brisbane is a diverse community and acknowledge the needs of individuals, families and communities relating to age, gender, disability, sexuality, and economic status.

### Working together

It is important to Micah Projects that people feel welcome, have choices, and do not experience discrimination when working with Micah Projects.

It is our aim to work with participants, each other, and our partners to respectfully share knowledge, ideas, resources, and skills in order to improve the service for the people we support, and the people who work as part of Micah Projects.

### Child Safe and Vulnerable Adult Safeguarding

Children and young people are entitled to live in a caring and nurturing environment and to be protected from harm and exploitation. Micah Projects is a child-safe and child-friendly organisation that prioritises the safety and wellbeing of children and young people. We actively provide guidance for management, staff, and others in identifying and responding to concerns about the abuse or neglect of a child or young person in contact with the organisation.

We extend these principles to create safe services for all participants we work with.

# Micah Projects commitment to vulnerable and marginalised populations

Micah Projects Vision and Mission articulate our commitment to actively engaged with people who are marginalised, vulnerable and in many situations present with challenging behaviour.

Working in Micah Projects you are expected to proactively support this vision and mission whilst balancing the needs of staff to work in a supportive and safe environment.

To do this we actively work together to ensure that staff have the skills and knowledge to understand that many people who access our services do not have the ability to always regulate their emotions. This often occurs when they are frustrated, do not understand what options they have, and are impacted on by substance use or alcohol. The consequences result in staff being exposed to in appropriate and challenging situations which we are committed to providing training and support to problem solve and ensure services can be maintained.

Micah Projects actively wants to adapt a shared responsibility approach for creating a resilient culture whilst providing services to our most vulnerable participants. This requires self-awareness and a proactive approach within our organisational systems. We support staff in understanding the approach and context in which we work. We encourage staff to communicate their needs within this environment and a willingness to engage in problem solving strategies whilst providing support to participants.

Micah Projects provides outreach service in the community, centre-based services and services via phone. Our goal is to always disarm people with courtesy, respect and clear communication recognising that we may not always get it right and will learn from our participants when necessary. We recognise that many participants of Micah Projects have long histories of trauma from childhood and as adults. Whilst this is not an excuse for behaviours that are threatening to others, it is also an opportunity for participants to learn alternative ways of meeting their needs. This is how we implement a trauma informed and sensitive approach to our work.

We are committed to providing a culture of wellbeing and safety for our staff. Employees can access support and guidance internally and externally, as outlined in our Wellbeing Guide.

# Position Overview

## Position Title

AOD Project Worker

## Team

Building Hope and Homes, Equity and Systems Change Cluster

## Reports to

Equity and Systems Change Cluster Lead

## Line Manages

Nil

## Classification/Award

5.1

## Talkin

Equity and Systems Change Cluster Lead

## Based at

West End

## Backup when absent?

Nil

## Building Hope and Homes team

The Building Hope and Homes project seeks to address the following objectives:

- reduce barriers to people who use AOD accessing housing and homeless services, including by improving organisational policies and practices
- improve access to health supports for people who use AOD and are in housing support services
- improve ability of people who use AOD and are experiencing or at risk of homelessness to achieve sustainable tenancies
- facilitate shared understanding and approaches across housing and AOD systems of care
- reduce stigma, discrimination and attitudes towards AOD use within the housing and homelessness sector

The project will develop and deliver a trauma-informed best practice model of care informed by evidence, data, lived experience and workforce insights for people with challenging AOD use who are homeless or at-risk of homelessness, focusing on individuals in social housing and subsidised rentals at risk of losing their tenancy, those excluded from accommodation, and families in crisis accommodation and at risk of not moving into permanent and safe housing due to behaviour influenced by alcohol and other drug (AOD) use.

## Equity and Systems Change Cluster

The Equity and Systems Change Cluster supports the coordination, visibility and impact of innovation projects and systems change across Micah Projects to promote equity.

Our Cluster seeks to enable this through:

- Showcasing of Micah Projects' systems change initiatives that have transformed systems and improved participants' lives;
- Sharing of resources and strategies for systems advocacy (including those which can amplify the voices of Micah Projects' participants to drive change); and

- Strengthening Micah Project's partnership approach to systems change by the users of Micah Projects' services, participant groups, lived experience workforce, service delivery staff and leadership and key external stakeholders (including researchers, community organisations and Government agencies).

## Position Description

**As an AOD Project Worker, you will...** work closely with the AOD Worker as part of the Building Hope and Homes team to develop and document the model of care, tools and resources, including a formal learning program to enable replication of the project.

### Stakeholder Engagement

This position as part of a team engages with the following stakeholders and organisations:

- Peer workers and lived experience organisations
- AOD providers including government and non government services
- Specialist homelessness organisations
- Peak bodies eg QNADA
- Researchers

Collaboration within the Cluster and across Micah Projects Clusters and initiatives may include:

- Participants of Micah Projects' services
- Sustaining Tenancies team
- Families to Home team
- Inclusive Health Partnerships teams

### Key Responsibilities

#### Service Delivery

- Develop and report against a project plan.
- Develop and implement a stakeholder mapping, engagement and communications plan.
- Develop, deliver and document co-design activities/workshops to develop model of care and outcomes measures with people with a lived experience, AOD and housing service providers and researchers.
- Develop and document a trauma-informed best practice model of care and based upon insights from the co-design process that integrates delivery of AOD specialist support services by an AOD specialist worker within a sustaining tenancy and outreach team context and service pathways with AOD providers .

- Document formal partnerships/agreements with AOD service providers.
- Review/update relevant service policies and procedures to support the model of care.
- Develop and disseminate training resources, including a formal learning program on Insight for housing and AOD support workers to enable replication of the project.
- Facilitate a learning forum to share learnings and continue development of referral pathways and partnerships.
- Liaise with evaluation partner and relevant Micah Projects staff/stakeholders to ensure appropriate data collection and completion of project evaluation.
- Complete project updates and reports as required.
- Perform other relevant duties as assigned.
- Accountable and responsible for making sure that organizational data and records are accurate, complete, and consistent, and used in accordance with policies and procedures.
- Promote a culture of respect, safety, and trauma informed approaches.
- Commitment and contribution to a safe workplace as per the Work Health and Safety Act 2011, including compliance.

#### **Collaborative practice**

- Work as a collaborative member of the multidisciplinary team, demonstrating a high level of teamwork, support, engagement, and communication reflecting the values of the organisation.
- Work as an inclusive member of the team, providing appropriate mentoring and guidance as required.

#### **Professional practice**

- Participate in all supervision and professional development as requested and to provide input into individual professional development plans.
- Provide high level professionalism, sensitivity, and responsiveness to the needs of internal and external people/partners.

# Criteria and Conditions

## Criminal History Screening

- ☒ National Police Certificate
- ☒ Blue Card
- ☐ Yellow Card
- ☐ APHRA Registration

## Driver's License

- ☒ Essential
- ☐ Desirable

## Travel

- ☐ Essential
- ☒ Desirable

## Assets Provided

- ☒ Work Computer
- ☒ Work Phone
- ☒ Pool Vehicle
- ☐ Packaged Vehicle

## Essential

- Demonstrate ability in project planning, consultation activities/workshops, delivery, monitoring and reporting.
- Experience in co-designing, developing and documenting models of care, service pathways, outcomes measures, partnership agreements, policies and procedures, and training modules/resources/forums.
- Knowledge of harm reduction frameworks and trauma informed care principles.
- Excellent interpersonal and communication skills, including the ability to consult, negotiate, and liaise effectively with a diverse range of people.
- Demonstrate high level research, analytical and writing skills.
- Excellent organisation and planning skills in managing personal workload in a busy environment with conflicting demands.
- Evidence of IT/data competencies (including Microsoft Office and other IT systems).
- Demonstrated commitment to cultural diversity and a working knowledge of equity and WHS principles.
- A positive attitude, and the ability to work flexibly, adaptively, and proactively in a team environment with direction and autonomously within program guidelines with a commitment to the values and principles of Micah Projects to meet community needs.

## Desirable (if applicable)

- Previous experience as an AOD worker, AOD peerworker or in a community organisation.
- Experience working in a shared leadership environment.

## General Conditions

- All employees are to practice the values of Micah Projects as outlined in the Code of Conduct.
- Appointment to this position will be subject to a criminal history check as outlined in the organisational Criminal History Screening Policy. All employees are required to cover the cost of this.
- All employees are to have valid working rights in Australia.

- All employees must utilise Micah Projects systems to facilitate the quality of the organisation's work and services. This includes, but is not limited to, Microsoft Office suite, Quality, Human Resource, Finance, Data, and Case Management Systems.
- Employment in this position is subject to continued funding.
- Employment may involve work or training outside of normal business hours.
- All employees will comply with Workplace Health and Safety legislation as outlined in organisational policy and procedures.
- All employees are required to engage in support and coaching through the organisational performance development system.

# Acknowledgement

I have read this Position Description and understand the requirements and responsibilities of this position as part of my employment with Micah Projects

Employees Name \_\_\_\_\_

Signed \_\_\_\_\_ Date \_\_\_\_\_

Document History		Version Number
Original Date	May 2025	Revised Date