

**NGWALA WILLUMBONG ABORIGINAL CORPORATION  
POSITION DESCRIPTION**



<b>POSITION TITLE</b>	Residential Support Trainee
<b>SERVICE/BUSINESS AREA</b>	Men’s Residential Rehabilitation Centres
<b>APPLICABLE AWARD</b>	Social, Community, Home Care and Disability Services Industry Award 2010
<b>LOCATION</b>	985 Toolamba Road, Toolamba Ngwala employees may be required to work at, or across, other sites from time to time.
<b>ACCOUNTABLE &amp; REPORTS TO</b>	House Manager / Team Leader
<b>EMPLOYMENT STATUS:</b>	Full Time – 12 month traineeship position 6 months Probationary Period

*\* Note: The term ‘Aboriginal’ refers to both Aboriginal and Torres Strait Islander people and communities.*

<b>SCOPE OF POSITION</b>
<p>The Residential Support Trainee is a 12 months traineeship within the Men’s residential Rehabilitation centre to work with clients who are affected by alcohol and other drug (AOD) misuse.</p> <p>The Housing Trainee will undergo training to provide a safe and culturally appropriate environment for clients and support a range of program activities to help clients overcome their substance abuse.</p> <p>Please note this is a 12 month position substantially funded by the Victorian Aboriginal Community Controlled Health Organisation and is an Aboriginal identified position, section 8 exception applies under the Racial Discrimination Act 1975 (Cth) and special measure under section 12 of the Equal Opportunity Act 2010 (Vic).</p>

<b>KEY RESPONSIBILITIES</b>
<p><b>Tasks</b></p> <p>To support clients with substance misuse issues, including but not limited to:</p> <ul style="list-style-type: none"> <li>• Assess and document clients’ continuing needs in relation to AOD support services.</li> <li>• Advocate on behalf of clients where appropriate (this may include attending court, etc.).</li> <li>• Transport clients to various appointments as per scheduled and record all appointments in the Direct Services Record.</li> <li>• Participate in client outings and camping.</li> <li>• Facilitate the induction of clients as per the Manager’s instruction and ensure all relevant induction documents are filed in the client’s file.</li> <li>• Report and document any incidents and unruly client behaviour to your Manager.</li> <li>• Introduce clients to new opportunities for learning, connecting, and recreation.</li> <li>• Encourage clients to develop living skills, personal hygiene and social skills.</li> <li>• Record and carry out room inspections daily.</li> <li>• Ensure all visitors sign the Visitors’ Book upon arrival.</li> <li>• Ensure clients complete their daily chores as directed by the Manager.</li> <li>• Read Communications Book at the commencement of each shift and write notes in the Communication Book before the end of each shift.</li> <li>• Participate in serving client meals and supervising the dining room at times.</li> <li>• Order, collect, check and record Webster packs and scripts (and place copies in client file).</li> <li>• Perform other duties, which are incidental and peripheral to the main duties</li> <li>• Be available to take up additional responsibility as directed by their Manager or his/her delegate.</li> </ul>

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Case Management

- Maintain accurate and up to date client records and case notes in the client’s file.
- Assist clients to make and review an individual treatment plan (ITP) and support clients to achieve set goals.
- Weekly contact client to discuss Fortnightly ITP Review.
- Conduct client Exit Plan Review at Weeks 8 and 14.
- Contact Ngwala Specialist Homelessness Services (SHS) if a client requires housing assistance prior to completion of the program.
- Ensure Centrelink Centrepay Deduction form is completed on the first day of Induction.
- Ensure Exit Plan Summary is completed when clients are discharged from the program.
- Regularly hold discussions with clients regarding treatment, care and discharge planning.
- Maintain details of all telephone contacts, referrals and appointments.
- Maintain daily attendance sheets of all programs and activities.

Clinical

- Conduct regular client urine drug screening (UDS) and breathalyser tests and maintain screening records
- Ensure Medication Coversheet is completed when a client enters the Program.
- Complete the Medication Return Summary before clients are discharged.
- Supervise client medication and record in accordance with Ngwala’s *Medication Policy*.

Data Management

- Maintain a high standard of professionalism including client confidentiality
- Conduct client feedback and relay such feedback to the Yitajwudik Manager
- Maintain in-house data records

Food Handling (For staff rostered on weekend shifts or when the Cook is away)

- Prepare and serve meals to clients in a timely manner in accordance with Cook’s meal plan.
- Supervise the dining room during meal times.
- Ensure nutritional and dietary requirements are followed.
- Ensure the kitchen and dining room is kept tidy/clean.

**General Duties**

- Be available to take up additional responsibility as directed by the CEO or COO (as relevant)
- Attend meetings as required
- Understand and follow Ngwala policies and procedures
- Participate in performance appraisal

**General Education and Training**

- Participate in continuous quality improvement (CQI) evaluation
- Participate in ongoing professional development and training as required

**Health & Safety**

- Work in a healthy and safe manner and encourage others to do the same.
- Be aware of and adhere to OH&S and Health & Wellbeing policies and procedures
- Report all incidents or injuries to the relevant OH&S Representative or Manager

**Teamwork and Agency Representation**

- Maintain team boundaries and confidentiality in a professional manner
- Interact collaboratively within the team and actively participate in team meetings
- Represent, promote and/or deliver the program in a professional manner

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- Appropriately grooming and dressing according to Ngwala policy
- Share expertise and experience with other team members.

### ESSENTIAL REQUIREMENTS

- This traineeship will require enrolment in Cert IV in Alcohol and Other Drugs
- Current Victorian Driver's License
- National Police Certificate
- Current Victorian Working With Children's Check
- Understanding of and commitment to the Aboriginal community.
- Computer literacy skills including Microsoft Office suite, and client management systems

### KEY SELECTION CRITERIA

- Ability to effectively communicate with Aboriginal people and to sensitively handle cultural issues of concern to families in crisis.
- Ability to develop positive relationships with clients
- Ability to work co-operatively and effectively as part of a team
- Capacity to understand the issues associated with AOD and their effects on the Aboriginal community.
- Good organizational and time management skills

### OTHER RELEVANT INFORMATION

- Remuneration will be in accordance with industry standards
- Successful applicants will need to disclose any pre-existing illness or injury, which could be affected by the **described work duties**. Under sections 41(2) and 39(4) of the *Workplace Injury, Rehabilitation and Compensation Act 2013* (Vic), failure to disclose a pre-existing illness or injury could negatively affect any future injury claim for compensation.
- All employees are required to adhere to the policies and practices of Ngwala.
- This position description reflects the initial expectation of the role and is subject to changes to support organisational goals, priorities and activities.

### POSITION INCUMBENT

I have read and understood this position description. I will perform the duties outlined in this position description to the best of my ability.

Signature: \_\_\_\_\_

Print name: \_\_\_\_\_

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

This position description has been approved by:  
**Human Resources Manager**

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Signature:	_____
Print name:	_____
Date:	___/___/___

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