

**NGWALA WILLUMBONG ABORIGINAL CORPORATION  
POSITION DESCRIPTION**



<b>POSITION TITLE</b>	Transition Engagement Worker
<b>SERVICE/BUSINESS AREA</b>	Rehabilitation Services (Galiamble, Winja & Yitjawudik)
<b>APPLICABLE AWARD</b>	Social, Community, Home Care and Disability Services Industry Award 2010 (Level 3)
<b>LOCATION</b>	This position is based at 93 Wellington Street, St Kilda 3182. However, all Ngwala employees may be required to work at, or across, other sites from time to time.
<b>ACCOUNTABLE &amp; REPORTS TO</b>	Clinical Services Unit Coordinator
<b>EMPLOYMENT STATUS:</b>	Part Time (FTE 0.8) – 18 Month Contract 6 months Probationary Period

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

**SCOPE OF POSITION**

Ngwala has been funded by the Department of Health Covid-19 Workforce Initiative to engage with Aboriginal community waiting for alcohol and other drug (AOD) residential support and supporting their families. The Transition Engagement Worker is one of three new roles being implemented under this funding to directly address the consequence of lengthy delays for Aboriginal men and women seeking admission to residential rehabilitation services.

The Transition Engagement Worker will work across Ngwala’s three AOD residential rehabilitation centres to actively engage with those on waiting lists to coordinate access to relevant services whilst they wait for admission to residential rehabilitation.

Reporting to the Clinical Services Unit Coordinator, they will be essential in establishing key relationships with current AOD workers as well as men and women on waiting lists to be admitted in to detox and rehabilitation programs. The key role will be regularly touching base with clients and their families to develop holistic intake and discharge plans that support meaningful social and economic participation and other practical aspects of recovery.

**KEY RESPONSIBILITIES**

**Transitional Support Coordination**

- Establish and maintain contact with current AOD workers as well as men and women on waiting lists for rehabs, establishing collaborative relationships
- Establish phone as well as face to face contact with all men and women on waiting list in the metropolitan area and Shepparton/Echuca, supporting and working alongside AOD workers.
- Facilitate informal priority listing for entry of Aboriginal men & women into detox in liaison with existing KAP and AOD workers
- Facilitating continuity of supportive relationships, working with known intentions as well as vulnerabilities
- Provide transition support for a short period during rehabilitation admission
- Provide support and targeted interventions to clients, to enhance the client’s engagement and retention in treatment
- Provide continuous motivation to all men and women
- Work with clients and their families to develop holistic discharge plans that support meaningful social and economic participation and other practical aspects of recovery

**Data Management**

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- Maintain accurate and up to date client records and case notes in the client's file
- Provide and maintain ongoing case management and data records and other administrative requirements including statistical reports and other correspondence.
- Maintain a high standard of professionalism including client confidentiality
- Conduct client feedback and relay such feedback to management
- Report any concerns to management and in emergency situations be prepared to contact the relevant emergency services

**General Duties**

- Be available to take up additional responsibility as directed by the line management 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
- Appropriately grooming and dressing according to Ngwala policy
- Share expertise and experience with other team members.

**ESSENTIAL REQUIREMENTS**

- Minimum Cert IV in AOD, or related community services tertiary qualification, or demonstrated extensive experience working with Aboriginal and/or Torres Strait Islander peoples
- Experience in providing mentoring and support services for Aboriginal and/or Torres Strait Islander People
- 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**

- Knowledge and understanding of Aboriginal culture and commitment to the Aboriginal community
- A demonstrated understanding of the issues associated with Alcohol and other Drugs and their effects on the Aboriginal Community
- Understanding of the AOD services sector, and pathways for support
- Demonstrated skills in case management
- Good organisation and time management skills

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- Demonstrated ability to work effectively as part of a multi skilled team
- Skills in working independently, with initiative and as a team member
- Willingness and ability to work within and contribute to the vision, purpose and core values of the organisation
- Able to develop positive relationships with clients and work within a stressful environment
- Demonstrate commitment to the care and support of disadvantaged men, women and families with the need to transition into rehabilitation

### 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**

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

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

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

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