



## Family Drug Support (FDS) Position Description - Family Support Worker

**Location:** Relevant State or Territory

**Reports to:** Clinical Services Manager (CSM)

**Employment Type:** Fulltime (35 hours a week) and Parttime (various hours)

**Classification:** Social, Community, Home Care and Disability Award (SCHCADS)

### Primary Position Purpose:

The role a Family Support Worker is to maintain and expand Family Drug Support services in their relevant jurisdiction and provide support to families, friends impacted and supporters by Alcohol and Other Drug (AOD) use of others.

### Key Accountabilities:

1. In collaboration with the CSM ensure FDS programs, support groups, courses, workshops and events are established, coordinated, maintained and delivered consistency within the relevant jurisdiction including: FDS Remembrance Ceremonies; International FDS Day; Stepping Stones; In Services talks; FDS professional workshop: Support the Family – Improve the Outcome; Stepping Forwards workshops.
2. Develop and maintain partnerships within the AOD Sector, local relevant organisations and other key stakeholders for promotion of services, networking, opportunities and referral.
3. Work autonomously as a member of a team.
4. Participate in and contribute to regular team meetings.
5. 1:1 Support sessions via phone, online or face to face.
6. Participate in supervision and debriefing sessions with colleagues and management.
7. Proven administration and reporting excellence.
8. Support the Volunteer Recruitment and Retention Strategy.
9. Complete additional assigned tasks as required

### Administrative, communication, planning, development and promotion

1. Ensure systems and processes are followed correctly in accordance with FDS requirements, including accurate and relevant record-keeping and effective data management.
2. Meet competing demands and set deadlines by effectively prioritising tasks and managing time.
3. In collaboration with the CSM provide contractual information for reporting purposes and KPI compliance.
4. Responsibility of designated tasks and ensure accountability.
5. Flexibility to adjust and adapt in response to changing needs within the organisation as well as the Mental Health, AOD and Community Services Sector.
6. Communicate effectively in both written and verbal form to a broad audience.
7. Establish a rapport with people from a variety of age groups, backgrounds and cultures.
8. Participate in and/or provide support to any activities in relation to new business, grants or tenders.
9. Ensure the continuous improvement of FDS through an evaluation and audit process.
10. Engage in continuous professional development and training.
11. Advocate and promote FDS programs to local community key, stakeholders and professionally represent Family Drug Support in a range of forums.



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### Leadership and mentoring

1. Collaborate respectfully within a team environment.
2. Participate and collaborate with the shared decision-making processes with team members.

### Organisational Requirements

#### Key Performance Indicators

Satisfactory performance in roles within FDS are subject to Key Performance Indicators. These will be provided to you separately.

#### Code of Conduct

The FDS Code of Conduct applies to all employees regardless of the role and nature of employment. The Code of Conduct embraces FDS' values and sets out FDS' expectations of the behaviours of all FDS employees. All employees are required to read, agree and adhere to the Code of Conduct.

#### FDS Model Training

All employees are required to undertake the FDS volunteers training program as part of their employment as it provides them with a better understanding of the FDS model.

#### Telephone support line

All head office-based employees are required to provide telephone support to families when the telephone support line is experiencing overflow.

#### Technology

FDS require employees to utilise technology effectively in their roles as it enhances efficiency, service delivery and communication. Technology capabilities include:

**Digital Literacy:** Proficiency in common office software (e.g., Microsoft Office Suite, Google Workspace).

**Data Management and Analysis:** Ability to manage and analyse data using software such as Excel and understanding of data security principles and best practices.

**Communication and Collaboration Tools:** Competence with communication platforms and ability to conduct virtual meetings using video conferencing tools (e.g., Zoom & Microsoft Teams).

**Cybersecurity Awareness:** Knowledge of cybersecurity basics to ensure data protection and privacy and ability to implement and adhere to company policies regarding secure data handling.

**Tech-Savvy Leadership:** Encouraging the adoption of new technologies to improve processes and leading digital transformation initiatives within the team.

**CRM and ERP Systems:** Ability to learn Customer Relationship Management (CRM) systems (e.g., Salesforce) and Enterprise Resource Planning (ERP) systems for integrated business management.

**IT Troubleshooting and Support:** Basic troubleshooting skills for common IT issues and coordination with IT support for more complex technical problems.

**Continuous Learning and Adaptation:** Staying updated with emerging technologies and industry trends and encouraging and facilitating continuous learning and skill development within the team.



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### Quality Standards

All FDS employees regardless of role and nature of employment are required to adhere to FDS quality standards that may be required by the organisation, by legislative requirement or other stakeholders. These quality standards may be amended from time to time at the discretion of FDS or as required by law.

### Work Health and Safety (WHS)

All persons in the workplace have a legal responsibility for the health, safety and welfare of persons in that workplace, including contractors and visitors. All persons will be held accountable for their responsibilities.

#### **Managers are responsible for ensuring that within their area of responsibility:**

- High standards are set by providing leadership, support and adequate resources to ensure FDS complies with legislative requirements and reaches its WHS objectives;
- Consultation occurs with employees and their representatives on any proposal for, or changes to the workplace, work practices, policies or procedures;
- All incidents or injuries are reported as per FDS policy and procedures;
- Risk management activities are implemented within the area of responsibility to ensure measures to eliminate or reduce risk are identified, developed and implemented.

#### **Employees are accountable for, and required to:**

- Comply and participate in all FDS policies, procedures and instructions, to ensure that their actions or omissions do not place themselves and others at risk;
- Identify and report all incidents, accidents and injuries, prior to completion of work on that day;
- Report any unsafe conditions or hazards which come to their attention and address where possible;
- Participate in team meetings, risk assessments, and consultation and attend and participate in any relevant training or undertake to read communications regarding WHS.

### Legislation

Knowledge, understanding and adherence of relevant legislation and acts applicable to employment at FDS as stated in the Policies and Procedures.

### Performance Management

Engage actively in supervision and contribute to the implementation of an annual individual work plan to help meet the requirements of this Job Description as well as the organisation's Strategic, Quality Improvement and Business Plans.

The Chief Executive Officer will oversee all work plans.



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### Attributes and Capabilities

(Personal attributes knowledge, skills and abilities required by FDS employees to perform their roles efficiently and effectively)

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| <b>Communication Skills</b>                | Effectively demonstrates competence in utilising oral and written skills in presentation of ideas and listening to others.  |
| <b>Continuous Improvement</b>              | Demonstrates a commitment to process, quality and people improvement initiatives. Actively promotes a safe environment and workplace.   |
| <b>Customer Service</b>                    | Handles all customers effectively by listening to customer's needs, acting to meet those needs and checking to ensure needs have been met.  |
| <b>Dependability</b>                       | Work performance is of a consistent and competent standard.   |
| <b>Mentoring:</b>                          | The ability to actively work with and coach others in order to create individual growth and development in line with organisational needs. Encourages others to explore solutions for themselves.   |
| <b>Flexibility</b>                         | Demonstrates the ability to adapt to change in both job function and work environment.  |
| <b>Information Analysis and Processing</b> | Demonstrates a competence in being able to analyse information relevant to job role and facilitate its appropriate distribution.  |
| <b>Initiative</b>                          | Demonstrates capability to undertake action independent of specific instructions. Self-starter. Seeks a new and better way.   |
| <b>Innovation and Change:</b>              | Takes risks in challenging assumptions, generating and implementing imaginative solutions that transform the status quo. Is proactive in dealing with change by managing potential conflict, supporting the team and monitoring progress. |
| <b>Leadership</b>                          | Clarifies team and organisational aims and creates a strong need to achieve them, in line with a clear vision. Ensures individual priorities and activities reflect overall aims.   |
| <b>Monitoring</b>                          | Sets up and uses monitoring systems to regulate the activities of self and others. Takes corrective action in a timely manner.  |
| <b>Planning and Organisation</b>           | Demonstrates ability to prioritise work assigned, manages workflow and completes assignments on a timely basis.   |
| <b>Problem Solving and Decision Making</b> | Demonstrates ability to assess situations, consider possible solutions, make and communicate decisions and take the appropriate action.   |
| <b>Professional Development</b>            | Demonstrates competent and up to date knowledge in the employee's technical and professional area.  |



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| <b>Safety</b>             | Demonstrates through actions, a thorough understanding of safe work practices with regard to tasks being undertaken.   |
| <b>Strategic Planning</b> | Ability to contribute to strategic planning for the organisation.  |
| <b>Teamwork</b>           | Ability to effectively interact with team members, peers and management is clearly demonstrated. Participates as an effective member in meeting the team’s aims. |

### Verification

You agree that Family Drug Support, in consultation with you as the employee, reserves the right to modify or expand your duties and responsibilities in response to changing circumstances and business needs, within the scope of your skills and competencies.

Any adjustments may be incorporated into your Job Description at the discretion of Family Drug Support.

I acknowledge that I have read, understood and agree to carry out the above position description.

\_\_\_\_\_  
**Name of Family Support Worker**

\_\_\_\_\_  
**Signature of Family Support Worker**

\_\_\_\_\_  
**Date**

\_\_\_\_\_  
**Name of CEO**

\_\_\_\_\_  
**Signature CEO**

\_\_\_\_\_  
**Date**

### Selection Criteria

- Relevant qualifications in Community Services, AOD/Mental Health or experience in a similar role
- Active listening and/or Motivational interviewing familiarity and capability to build rapport quickly with people
- High level of administration and reporting competency
- Understanding of and commitment to Harm Reduction and the FDS model
- Ability to deliver training, education, courses and workshops
- Proven ability to work autonomously and as part of a team
- Willingness to commit to some evening/weekend work and regional travel
- Demonstrated experience in working with families
- Ability to meet targets and timelines for reporting
- Unencumbered drivers licence
- A satisfactory National Police Check