

FAMILY SUPPORT WORKER

South Australia, Adelaide

POSITION DESCRIPTION

Contracted 20 hours per week

Salary: SACS Award, Level 5. Salary sacrifice option available.

Flexibility of working hours to suit role, some “out of hours” work required

Performance review period – 6 months from start date

Period of contract – 12 months, to be reviewed every 12 months for possible extension dependant on funding

About the organisation

Family Drug Support is a caring, non-religious organisation which provides non-judgmental, non-directive support and information for families and friends of drug/alcohol users across Australia. We offer a 24 hour 7 days per week telephone support line along with regular support meetings, “Stepping Stones to Success” courses, “Stepping Forwards” information sessions, Volunteer training, a bi-monthly magazine ‘Insight’, interactive website www.fds.org.au, and a ‘Guide to Coping’ resource as well as other resources.

Values

All employees are expected to reflect, by behaving in alignment with, the values of Family Drug Support, which are:

- ✓ To provide support to families and friends of alcohol/drug users in the most appropriate way to meet their needs.
- ✓ To assist families to deal with alcohol/drug issues in a way that strengthens relationships and achieves positive outcomes.
- ✓ To provide a safe, nurturing and confidential environment for clients to address alcohol and drug issues.
- ✓ To maximise resources in the drug and alcohol field through regular networking, liaison and information sharing.
- ✓ To reduce the adverse health, social and economic consequences of alcohol/drug use for the community and for the individual through harm minimisation.
- ✓ To acknowledge that legal drugs can be harmful and abused as well as illicit drugs.
- ✓ To contribute to the development and skills of volunteers.
- ✓ To work in partnerships with governments and other agencies to effectively achieve these objectives.

Key Responsibilities and accountabilities

This position assists with the efficient running of the South Australian service. The position includes assisting the Support Group facilitator with administration tasks as required.

Specific Responsibilities

1. Give assistance to the Support Group Facilitator by means of:
 - Attendance at fortnightly Support Groups ie. Hallett Cove, Leabrook & Brompton. **Required to work every Wednesday evening and Monday evening on a fortnightly basis.** Organise tea/coffee supplies. Set up room as needed. Note attendances and

induct new clients to FDS services, including promotion of FDS membership, other FDS activities and book sales.

- Liaise with Support Group clients by phone, email or in person as appropriate
 - Prepare Support Group flyers and arrange distribution to: Doctor's surgeries, AOD agencies/services etc
 - Data Base entry after each Support Group and prepare twice yearly statistics for DASSA. To be sent to Head office to meet the required reporting timelines.
 - Purchase stationery supplies, undertake regular stocktakes of both stationery and FDS resources. Provide report to Head office of FDS resources, requesting replenishment when required.
 - Act as facilitator when Support Group Facilitator is on leave and answer all inquiry and support calls, documenting each call and providing Call record sheets to Head office on a monthly basis.
 - Contact local papers to place free community advertisements, advertising FDS support meeting or other up-coming events.
 - Support facilitator with reporting requirements, which may include: data entry and organising posting or emailing reports to head office.
2. Deliver Stepping Forward sessions to Support Groups (minimum of 4 per year) and to other external organisations as required
 3. Compulsory attendance to Annual Volunteers' training weekend (Sydney) and other FDS activities as requested by Head office.
 4. Promote and assist with Volunteer Training in SA as required including attending occasional volunteer social events
 5. Deliver presentations to groups as required ie DASSA in-service, Vietnamese community etc. Work with these groups and other AOD agencies to develop MOU's and Website links.
 6. Attend external organisations' meetings as appropriate, networking with AOD agencies to promote FDS services.
 7. Promote "Stepping Stones" course and train to deliver it, liaise with HO staff and prepare feedback data for attendees.
 8. Organise special events such as workshops, social activities & Xmas party
 9. General administration duties for Head Office including forwarding new memberships, annual renewal reminder letters, Support Group attendance numbers, phone/email lists & individual call forms. Adhering to requests from Head office and/or timelines required.
 10. Ability to travel to inner South Australian country areas on an occasional basis to deliver "Stepping Forward" or other presentations
 11. Provide details of all events, support meetings etc to Head office for the website and newsletter.
 12. Other duties as requested by CEO or tasks by the SA Support Group Facilitator