



Support Coordinator

Position description

Position	Peer Support Coordinator
Team	ResetLife Intensive Outpatient Program
Employment type	0.6 EFT fixed term
Hours	22.8 hour week, some evening and weekend work required
Location	Cranbourne
Reports to	ResetLife Key Supervisor
Direct Reports	Nil

About TaskForce

Since 1973, TaskForce has provided specialist support for people in serious need in Victoria. Our core services focus on addressing social issues of alcohol and other drugs, unemployment, mental health and high-risk taking behaviours, supporting our clients to transition back into “mainstream” services and supports. The people who access our services have experienced significant disadvantage or a crisis in their lives and as a result are prevented from reaching their potential.

Information about the Reset Program

ResetLife is a structured, manualised intensive outpatient program for adults aged 18 years and over, individual and group treatment 3 days per week, and encouraging attendance at informal supports (specifically SMART Recovery and 12-step programs) on other days.

The structured program involves 16 weeks of intensive treatment, followed by 36 weeks continuing care. In the first 16 weeks, participants attend:

- Individual and family therapy sessions
- Early recovery skills group (psycho-education on skills to achieve sobriety)
- Relapse prevention group (2x per week for specific skills to prevent relapse)
- Family education group
- Social support (building social skills for a healthier life)

There are five staff roles in the Reset team:

- Key supervisor, responsible for program management
- Primary therapist x2 – facilitating individual sessions and some groups, also doing some case management
- Family therapist – responsible for the social and family support groups
- Peer Support coordinator – a peer role, who co-facilitates sessions.

About the Position

The Peer Support Coordinator, Intensive Outpatient Program (IOP), will work as a member of a multi-disciplinary team to implement and deliver the intensive outpatient treatment service to individuals experiencing complex and problematic alcohol and other drugs use.

The support coordinator will act as a co-leader to the primary therapist in the initial stages of program implementation. Acting as co-leader in ERS and RP groups, the peer support coordinator will help translate material into real-life situations.

This role will work closely with the primary therapist to ensure adherence to the structural and clinical fidelity of the treatment model through: utilisation of the manualised treatment materials; consistent scheduling and facilitation of all individual and group sessions; collection of weekly random drug/alcohol screens; monitoring of group size; and ensuring client retention through active follow-up.

Key Responsibilities

The peer support coordinator works as a member of Intensive Outpatient treatment team and will be assigned to work with a primary therapist for a specified caseload of clients. The focus of this role will include:

- Making outgoing referrals for clients deemed unsuitable for the IOP service
- Active engagement with clients and family members to build cohesive relationships
- Co-facilitation of group sessions including Early Recovery Skills (ERS), Relapse Prevention (RP), and Family Education (if required)
- Help translate materials into real-life situations
- Act as a role model for people in early recovery
- Personally, invite family members of clients on their caseload to family education sessions
- Assistance with collection of weekly random urine drug screens and/or saliva tests and conducting breath tests with all group members.
- Provide treatment that is welcoming, empathic and optimistic and ensure, where possible, the reduction of stigma and shame for people and their families experiencing complex alcohol and other drug use
- Participate in weekly clinical supervision with the key supervisor

- Works collaboratively with the broader multidisciplinary team to ensure the efficient, effective and responsive operation of the IOP service to ensure program fidelity
- Attend social support groups and be involved with clients at peers' support groups (12-step, smart recovery, etc)

Qualifications

Skills and Experience (Key Selection Criteria)

- Advanced in their own recovery with at least 12 months sobriety
- Cert IV AOD or working toward highly favoured.

Essential Requirements

- Satisfactory outcome of a confidential Police Check and Working with Children Check.
- Certificate IV Alcohol & Other Drugs, or willingness to complete
- Empathy for those whose lives have been affected by problematic alcohol and other drug use/ and or mental health disorders.
- Possession of a current Victorian Driver's License and willingness to travel within catchment and to Melbourne.
- Availability for some work outside of normal business hours (7pm finish one night per week).
- Information technology skills, including proficiency in Microsoft Office suite.
- Eligibility to work in Australia.

Desirable Requirements

- First aid certificate.
- Mental Health First Aid
- Current knowledge of OH&S practice.
- Experience providing group counselling sessions.

Terms and Conditions

- Employment conditions are in accordance with the Social, Community, Home Care and Disability Services Industry Award 2010.

As an organisation with public benevolent institution (P.B.I.) status, TaskForce offers all staff the opportunity to take up generous Salary Packaging.

Our values

- We **start with care** | We are here to meet participants where they are at, to support, empower and respect them and each other in the work we do. We commit to behaviours that demonstrate our care and compassion, bringing out the best in everyone in every interaction.
- We **always listen** | We are here to listen, to think of the whole of a person in every connection. We commit to listening, learning, responding, and adapting to the needs of our clients, our staff, and our partners.
- We are **non-judgmental** | We are here to help everyone belong; to realise their potential. We commit to supporting every person who walks through our doors or engages our services without judgment.
- We are **continuously learning** | We are here to learn, innovate and bring the highest quality of service to our participants. We commit to seeking out and sharing knowledge within and beyond our sector and from our communities, not standing still in our models of care and program offers.

Our Principles

- We are **client-centred** | The voice and lived experience of clients guides our work, practice and approach.
- We are **inclusive** | We welcome everyone into our service, continually striving for equity in access.
- We are a **wraparound service** | We look beyond the one area of need, supporting participants throughout their journeys.
- We **always work together** | We recognise that we can't act alone and know collaboration internally and externally is critical to success.