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| **POSITION DESCRIPTION** | |
| **Position Title:** | Recovery Practitioner, Sustaining Tenancies (QDAC) |
| **Service/Facility/Department:** | Homelessness Services Women & Families - Mental Health & Wellbeing |
| **Direct Reports:** | Nil |
| **Key Relationships:** | **Internal:** Anglicare managers and team members, QDAC team, HSWF team |
| **External:** Service users, Government departments and agencies, community organisations |

**Position Statement / Overall Purpose**

The overall purpose of the Recovery Practitioner, Sustainable Tenancies (QDAC) is to provide client–centred support to individuals referred through the Queensland Drug and Alcohol Court. The Recovery Practitioner will allocate housing for the individual, support them to maintain their housing for the duration of the Drug and Alcohol Treatment Order (DATO) and work with the individual to maximise their capacity to be independent, self-reliant and connected to community supports.

The QDAC team will also provide case management program treatment, monitoring and testing through QHealth, Queensland Corrective Services. The Recovery Practitioner will participate as part of the QDAC team to support the individual with their case management plan.

The Recovery Practitioner, Sustainable Tenancies (QDAC) will work in accordance with the values of Anglicare Southern Queensland (Anglicare) and support core business by providing service, guidance and advice within this position’s specialty area.

**Position Specific Credentials, Qualifications and Other Requirements**

* Current Blue Card with Yellow Card Exemption
* Current Queensland Driver Licence
* Degree in Social Work, Human Services or a related field, and/or equivalent practical experience in the public and community housing sector and the issues relating to drug and alcohol misuse

**Key Selection Criteria**

* Experience in case management and assessment of adults who have a long term history of drug and alcohol misuse; knowledge of the public and community housing sector
* Understanding and application of Trauma Informed practice and Recovery Oriented practice
* Experience with intervention strategies including family support, homelessness, at risk individuals
* Well-developed written and verbal communication, negotiation and influencing skills
* Collaborative and productive; able to build rapport and develop relationships with a wide range of stakeholders
* Solutions-focused and self-managing with a strong emphasis on working as part of team
* Competency with Microsoft Office; capacity to learn and use other software and systems

**Key Accountabilities and Responsibilities**

1. **Accountability: Service delivery**

***Provide individual and effective case management and support to service users***

**Responsibilities:**

* Use a Trauma Informed framework to develop case plans, facilitate goal setting and develop strategies to address identified support needs
* Provide planned support interventions with strategies that promote recovery
* Support best practice approaches and recognise links between interconnected issues
* Provide professional, consistent and ethical practice to improve outcomes for vulnerable people
* Work with the HSWF intake team to ensure completion of documents including self needs report and self-care tools
* Implement resources and materials, activities or workshops to enhance skills of Service Users
* Work with individuals to monitor housing stability and ensure their tenancy is sustained

1. **Accountability: Administration**

***Complete accurate and timely administration duties***

**Responsibilities:**

* Record, monitor and maintain accurate, current Service User information
* Comply with the incident and complaints reporting process
* Promote the completion of resident/Service User/staff feedback surveys
* Undertake other relevant administration tasks as required

1. **Accountability: Frameworks**

***Establish and work within frameworks promoted by the organisation***

**Responsibilities:**

* Work within and promote the service framework which values difference, self-determination, social justice and strengths of the people we support
* Provide assistance to implement quality practice enhancement, reviewing and supporting evidence based practice innovation and creativity
* Help to implement methodologies that increase efficiency and best practice
* Participate in relevant networks to ensure understanding of current methodologies, evidenced based practice and related issues
* Implement ongoing safety and risk assessments and identify strategies to minimize risk

1. **Accountability: Team contribution and continuous improvement**

***Contribute to a positive team environment and continuous improvement culture***

**Responsibilities:**

* Develop and maintain positive relationships within the QDAC and HSWF teams
* Participate actively in staff meetings including planning and development days, and share information to improve work environment and outcomes
* Provide proactive and positive peer support to team members, where required.
* Contribute to ideas for improved ways of working and assist with the implementation of routine changes
* Undertake professional development and regular training opportunities to ensure skills meet the requirements of the role

**Other Duties and Requirements**

* Maintain confidentiality, including but not limited to information relating to residents, clients and employees of Anglicare and do not disclose information during or after employment
* Act in accordance with Anglicare’s Code of Conduct and the organisation’s policies and procedures.
* Ensure that credentials and qualifications set out in this Position Description are current at all times
* Undertake those tasks outlined on a duties list, or any other tasks delegated to you by your manager or supervisor, provided these requirements are safe, efficient, relevant, legal and within your abilities
* Undertake work practices in a safe manner and comply with work health and safety instructions, within relevant policies and procedures
* Undergo relevant evaluations and assessments, as requested by Anglicare, to ensure that the physical and functional requirements of the role can be met

**Delegation of Authority:**

* In accordance with the Anglicare Delegations of Authority Policy.