



POSITION DESCRIPTION

POSITION SUMMARY:

Position Title:	Program Worker		
Current Incumbent	Vacant Position		
Department:	Diversions Service	Location	Palm Island
Reporting To (Title):	Coordinator Diversions		
Employment Status	Fulltime	Level	
Award	SCHADS		
Contacts and Critical relationships	<p>Internal</p> <ul style="list-style-type: none"> • CEO • Corporate Office • Other PICC Services <p>External</p> <ul style="list-style-type: none"> • Clients • Queensland Health Services • Queensland Police Service • General Community 		
Organisation Structure	<i>See Attachment</i>		

ABOUT THE ORGANISATION

PICC is a not-for-profit organisation established in 2007 to provide a broad range of human and social services on Palm Island. It is a partnership between the Queensland Government, the Palm Island Aboriginal Shire Council, and the Palm Island community. PICC is also involved in the development and management of a range of community enterprises. PICC is an Aboriginal Organisation committed to community control principles and protocols of self-determination through the provision of whole-of life services for people of the Island that reach across generations.

The following has been extracted from the PICC Strategic Plan:

Vision: A healthy, resilient, and productive Palm Island;

Mission: Quality integrated and responsive services that meet community need and are delivered by Palm Islanders.

THE ROLE

The role of the Program Worker is to provide a range of activities which aim to reduce alcohol-related harm to vulnerable community members. Activities may include recreation, life skills, links with



education and training, personal development including self-esteem and self-care. It is the role of the PW to assist in identifying projects and programs that will address local issues and to coordinate these as they relate to the role and place of their target client group as members of their community. The PW will engage with PICC staff, contractors, and the Palm Island community and service providers in order to provide the most effective delivery of services, meetings and programs.

Reporting to **Coordinator** Diversionary this role is responsible for

TECHNICAL DUTIES

KEY RESPONSIBILITIES	KEY PERFORMANCE INDICATORS
Task can be grouped together do not need one task each line	<ul style="list-style-type: none"> • Keep KPI's Simple
To coordinate and run projects and programs that help client community members to live sober.	<ul style="list-style-type: none"> •
To promote activities and programs that encourage service users to address the problems that cause problem drinking, and to build the skills and personal qualities that they need to lead a sober life.	<ul style="list-style-type: none"> •
To consult with the community to determine issues that are a priority for addressing alcohol problems.	<ul style="list-style-type: none"> •
To engage with the Palm Island Community Company staff in order to provide positive representation of the Palm Island Community Company, promotion of Palm Island Community Company services and engagement and creation of open and positive relationships with families within the community	<ul style="list-style-type: none"> •
Provide advice to the Services Manager regarding communication and public relations strategies, content and methods of delivery that suit the Palm Island context	<ul style="list-style-type: none"> •
Ensure safe, timely and coordinated transfer of staff, contractors and nominated partners to and from meetings or airport facility on Palm Island when requested	<ul style="list-style-type: none"> •
Provide the Services Manager with advice and feedback with regard to current community perception of the organisation, expectations of the community and other service providers	<ul style="list-style-type: none"> •



within the community of PICC services, effectiveness of current communication methods and suggestions for improvements to current practices	
<p>Liaise with management regarding venue and catering arrangements for scheduled meetings to ensure professionalism and an environment that is welcoming and friendly for all PICC staff, community members and guests</p> <p>Create and maintain an effective communication strategy for PICC services and other stakeholders regarding key community events that have an impact on service delivery e.g. funerals, cultural holidays, historical remembrance days</p>	•
Maintain accurate, confidential and up-to-date records, client and community files and statistical data, including maintaining a photographic record of community events and activities that PICC is involved with.	•
RESPONSIBILITIES GENERAL – ALL EMPLOYEES	KEY PERFORMANCE INDICATORS
Participate in Workplace Health and Safety training and activities and Risk Management Planning activities	•
Record incidents and near-misses in line with practice policy	•
Practice duty of care including meeting practice standards and accountability	•
Provide a positive contribution to the team through participation in service planning, team meetings and workplace discussions	•
Perform other duties as requested by the Diversionary Service Coordinator	•



NON-TECHNICAL DUTIES –

RESPONSIBILITIES	KEY PERFORMANCE INDICATORS
Communicates with professional language to a range of people at all levels of organisations and community	<ul style="list-style-type: none"> Ability to communicate on all levels with all Corporate and Senior staff members, direct reports, Clients and Visitors
Understands, works and communicates effectively with Indigenous people.	<ul style="list-style-type: none"> Shows a understanding of the indigenous and Palm Island cultures, builds strong working relationships
Write clear and concise reports as required	<ul style="list-style-type: none"> Provides clear oral reports with relevant facts and processes explained
Engages in formal training when required.	<ul style="list-style-type: none"> Attends and completes training
Able to maintain confidentiality and consult, negotiate and provide authoritative information and advice as required	<ul style="list-style-type: none"> A proven knowledge of current legislation requirements with a medical practice
Adhere to the Code of Conduct of the Palm Island Community Company in a manner that is consistent with both its spirit and intent	<ul style="list-style-type: none"> Adheres to and is an advocate of the PICC code of conduct Leading by example
Provide a positive contribution to the team through participation team meeting and team-based work processes	<ul style="list-style-type: none"> Resolve conflict and participate equitably in positive and successful teams

SELECTION CRITERIA

Mandatory:

1. All Palm Island Community Company employees must be eligible to hold a Working with Children Check (Blue Card).
2. The applicant must hold a current "C" Class Driver's License (a current driving license must be maintained throughout the period of employment).
3. Demonstrated computer literacy skills
4. Possession of a first aid certificate or the ability to acquire a first aid certificate



5. A part of the duties are that this position may be on call (out of hours) and some weekend work may be required.

Desirable

1. Demonstrated understanding of current issues and trends in relation to health in Aboriginal and Torres Strait Islander communities
2. Demonstrated ability to communicate sensitively and effectively with Palm Island residents and people in other agencies
3. Willingness to undertake training and professional development activities

STAFF ACKNOWLEDGMENT

POSITION TITLE: Program Worker, Palm Island Diversionary Service

This position has been accurately described, is current and has been explained by:

Palm Island Community Company Representative:

..... Date:...../...../.....
Signature

This position description is accepted with the full understanding of my obligations and authorities and I accept the responsibilities described herein:

..... Date:...../...../.....
Signature (Employee)

DISTRIBUTION

- θ Signed original for employee personnel file
- θ Copy to employee



Organisational Chart needs to be added once it is updated