

# Mobile Assistance Patrol (MAP)

## Job and Person Specification

The Job and Person Specification forms a part of an integrated planning process to ensure that individual performances align with the requirements of the Riverland Mallee Coorong Local Health Network (the funding body through SA Health Service Agreement) and with ASG's strategic directions. The Job and Person Specification also provides the basis on which selection criteria for the position may be determined.

### GENERAL DESCRIPTION

<b>Position:</b>	Field Officer	<b>Program:</b>	MAP – Murray Bridge
<b>Reports:</b>	MAP Manager (Adelaide)	<b>Location:</b>	Adelaide
<b>Status:</b>	Permanent Part Time (4 days a week)	<b>Salary:</b>	Level 2, Pay Point 1 (SACS Award)
<b>Funding:</b>	SA Health (Riverland Mallee Coorong LHN)	<b>Funding Period</b>	1 April 2023 to 31 March 2026

### PURPOSE STATEMENT

Aboriginal Sobriety Group Indigenous Corporation (ASG) is a community-based organisation providing care and support to Aboriginal and Torres Strait Islander people to sustain social, emotional, physical and economic wellbeing. It is the aim of ASG to improve the quality of life for Aboriginal and Torres Strait Islander people through the provision of a diverse range of programs and culturally appropriate supports.

### ROLE PURPOSE

The objective of the Mobile Assistance Patrol (Murray Bridge) is to provide transport, support and non – medical detoxification for people affected by alcohol and other drugs and to support them to access a safe place to sober up or recover from the immediate effects of intoxication. The service also refers clients to specialised alcohol and drug services and to health services as needed. While the MAP services primarily assists Aboriginal communities, ASG also offers services to people from other cultural backgrounds affected by alcohol and other drugs and assessed as requiring a safe place to sober up or recover from the immediate effects of intoxication.

### Job and Person Specifications (Key Result Areas):

Key Result Areas	Expectations of the Employee	KPIs
<b>MAP Patrol and Associated Activities</b>	Working with local communities, actively patrol and monitor key areas where people are known to consume alcohol and drugs and other harmful substances.	95% of all referrals and requests for transport are responded to within 60 minutes  Map Field Officer are required to gather base data for all clients: <ul style="list-style-type: none"> <li>- referees and the number of clients they have referred</li> <li>- number of clients referred to additional services</li> <li>- place the client was transferred from and to</li> <li>- response time for each service request</li> </ul>
	Pick up and relocate clients from situations of risk and transport them to places of safety - which include private homes, places which offer appropriate medical care, sobering up facilities and accommodation services.	
	Utilise strategies which minimise the potential harm associated with the consumption of alcohol or other substances by clients.	
	Exercise discretionary observations and give priority of service delivery to those most at risk of doing harm to themselves or others.	
	Respond to self-referrals from community members for support within agreed timeframes.	
	Respond to and action referrals from other service providers including SAPOL, Crisis Care, sobering up and other local health services in a timely manner.	

Key Result Areas	Expectations of the Employee	KPIs
		<ul style="list-style-type: none"> <li>- reason for transport (to and or from)</li> <li>- age, gender and cultural background</li> <li>- number of service requests declined – and why</li> </ul>
<b>MAP Supports</b>	<p>Provide clients affected by the misuse of alcohol or other harmful substances with information, support and referrals which foster safety and well-being and increase control over their own lives.</p> <p>Field Officers will make contact with clients who require the assistance of the service through patrolling and monitoring public places where people are known to be at risk or where risk is created due to the misuse of alcohol, drugs, or other harmful substances.</p> <p>Field Officers will make contact with clients who require the assistance of the service by responding to concerns from family and community members (where appropriate), the general public and service providers.</p>	50% of all clients receiving a MAP service are linked to a local rehabilitation and or support service
<b>Networking and Stakeholder Engagement</b>	<p>MAP will respond to client referrals from other sources, particularly from Police, Crisis Care, Health Services, NGO organisations and Sobering-Up services.</p> <p>Field Officers will actively foster and support interagency collaborations, protocols, liaison, case management and cooperation with Murray Bridge service providers (and surrounding communities) through the development of agreed service parameters and service time frames.</p>	Agreements and protocols are in place that reflect a shared understanding between stakeholders of the purpose, response times, and issues management etc. of the MAP Service.
<b>Training and Qualifications</b>	<ul style="list-style-type: none"> <li>- Minimum Certificate III in Community Services</li> <li>- HLTAID003 Provide First Aid</li> <li>- Certificate IV in Community Services in a health-related discipline</li> <li>- Certificate IV in Alcohol and Other Drugs</li> <li>- MAPA, Maybo or similar conflict de-escalation training</li> </ul>	Formal Qualifications
<b>Experience and Knowledge</b>	<ul style="list-style-type: none"> <li>- an insight into urban, rural and traditional Aboriginal cultures</li> <li>- demonstrable experience in working in a similar role</li> <li>- experience and knowledge in best practices when working with Aboriginal people, organisations and communities</li> <li>- experience as a Team Leader, Coordinator or Manager and proven ability to manage a team</li> <li>- experience in working with people with under the influence of alcohol and or drugs in a manner that upholds their dignity</li> </ul>	Demonstrable experience
<b>Skills and Abilities</b>	<ul style="list-style-type: none"> <li>- a strong and ethical customer services approach</li> <li>- ability to multitask across programs and prioritise competing demands</li> <li>- excellent demonstrable written and oral communication skills</li> <li>- sound knowledge of the MS Office suite of applications</li> <li>- strong administrative and computer skills</li> </ul>	Demonstrable skills and abilities
<b>Meeting Corporation Requirements</b>	<p>Work in a collegiate relationship with ASG employees, relevant community groups and organisations that ASG work with across all program areas</p> <p>Regular convening of, and attendance at, team meetings including assisting with agenda preparation, chairing of meetings and minute taking</p> <p>Participate in collaborative and respectful working relationships with government and non-government agencies</p> <p>Assist the ASG Board of Directors, the Chief Executive Officer and Executive in the pursuit of service excellence across all program areas</p>	<p>ASG employees and external networks provide positive feedback</p> <p>The ASG Compliance and Training Register reflects 100% compliance for employees in your team</p> <p>Active participation and contributions to quality</p>

Key Result Areas	Expectations of the Employee	KPIs
		improvement programs e.g. <i>Australian Service Excellence Standards</i> (ASES)
<b>Clearances, Licences and Certificates</b>	All ASG employees are required to hold valid and current clearances, licences and certificates. These include, but are not limited to: <ul style="list-style-type: none"> <li><input type="checkbox"/> Aged Care Sector Employment</li> <li><input type="checkbox"/> Drivers Licence</li> <li><input type="checkbox"/> General Employment Probity</li> <li><input type="checkbox"/> Medication Administration</li> <li><input type="checkbox"/> National Police Check</li> <li><input type="checkbox"/> NDIS Worker Clearance</li> <li><input type="checkbox"/> Provide First Aid Certificate</li> <li><input type="checkbox"/> Safe Environments – Through their Eyes Certificate</li> <li><input type="checkbox"/> Vulnerable Person Related Employment Clearance</li> <li><input type="checkbox"/> Working With Children Check Clearance</li> </ul>	The ASG Compliance and Training Register reflects that all employees at ASG maintain clearances, licences and certificates required for their role.
<b>Work, Health and Safety</b>	At ASG, WHS is everybody's responsibility. Employees at all levels are required to follow defined ASG WHS work practices and policies and procedures that focus on work, health, safety and wellbeing for employees and clients.	Completion of Incident Reports  Participation in the identification of risks and hazards (and solutions)
<b>Equal Opportunity - Responsibility Statement</b>	Contribute to the maintenance of a healthy, safe and equitable working environment by maintaining knowledge of and adhering to the principles and standards of Equal Employment Opportunity legislation that ensures all employees in the workplace are treated in a fair and equitable manner, free from discrimination, bullying and harassment.	Treating all employees, partners, networks and clients equally
<b>Culture and Code of Conduct</b>	At Aboriginal Sobriety Group Indigenous Corporation our goal of being client focused can only be maintained and enhanced when you participate, and in joining our team, you share our commitment to providing the best service to Aboriginal communities. For this to be achieved, your ideas, suggestions, and initiative are encouraged as we strive to improve the way we do things. At work and when representing ASG at external meetings, events and functions, we act with integrity and professionalism, in our dealings with each other, our clients and our networks. We have a commitment to ongoing professional development and to foster an environment where everyone's contributions are valued. Our work ethics centre on taking responsibility for decisions, pride in our work, sharing knowledge, and expertise with others, and a willingness to contribute to the resolution of issues in a collaborative manner.	Professional conduct is maintained at all times
<b>Certification</b>	The details contained in this Job and Person Specification are an accurate - as possible - statement of the duties, responsibilities and other requirements for the job. Duties and responsibilities for this position are not definitive. Duties may be added, deleted or modified, in consultation with employees, as necessary.	Prepared to undertake any other duties as required
<b>Other Conditions</b>	Other conditions include: <ul style="list-style-type: none"> <li>- Some out of hours work on a regular basis</li> <li>- any other duties as requested and directed</li> <li>- ASG reserves the right to request employees to undertake random drug and alcohol testing</li> </ul>	Flexible, can do attitude  Capacity to work outside of normal business hours (including weekends)

Key Result Areas	Expectations of the Employee	KPIs
	<ul style="list-style-type: none"> <li>- ASG support non-smoking environments and smoking cessation</li> <li>- conditions of employment reflect the National Employment Standards, the ASG Enterprise Bargain Agreement and the SACS Award</li> <li>- evidence of COVID-19 vaccination required</li> <li>- travel across metropolitan Adelaide with some regional travel required</li> <li>- where ASG have concerns that your level of fitness is affecting your job performance, we may require, at our cost, that you submit to a Fitness Capacity Evaluation</li> <li>- duties of the position may vary according to business needs</li> <li>- work from any other ASG site as required</li> </ul>	<p>Assisting other ASG program areas</p> <p>Working from other ASG sites as required</p>

Employee's Name:

Employee's Signature:

Date:

Chief Executive Officer's Name:

Chief Executive Officer's Signature:

Date: