

## POSITION DESCRIPTION

<b>POSITION TITLE</b>	Case Manager
<b>LOCATION</b>	Community Services
<b>AGREEMENT/AWARD</b>	Karralika Programs Single Enterprise Agreement 2010-2013
<b>CLASSIFICATION</b>	Case Manager
<b>CONTRACTED HOURS</b>	76 hours / fortnight
<b>RESPONSIBLE TO</b>	Program Manager (refer to workflow)

### Organisational context

Karralika Programs Inc. has been operating quality alcohol and other drug treatment programs since the establishment of the Karralika Therapeutic Community Program in 1978.

Our organisation has a justifiable reputation for the delivery of high quality, client-centred and responsive alcohol and other drug treatment support services through a mix of residential programs, educational programs and community based services.

Our vision is to support adults and families to address their alcohol and drug dependence and lead productive lives, contributing to their communities.

Our approach to recovery is multidimensional, supporting clients to learn about themselves behaviourally, cognitively and emotionally to achieve and sustain positive living. Recovery is an active process of discovery where clients develop a sense of: hope, meaning and purpose for life; community and belonging; and positive identity and pride.

Our goals are to: provide quality alcohol and drug treatment programs to adults and families and to support their reintegration into the community after treatment using a strengths-based approach to treatment; promote health and wellbeing of individuals and families; be a leader in the provision of support services and partner with other services; and, be an employer of choice in the alcohol and other drug sector.

We value: Leadership; Professionalism; Collaboration; Trust and Integrity; Quality and Innovation; Respect for all; Sustainability and Accountability.



### Role description

This is a full time position and includes working as part of a multidisciplinary staff team and involves direct contact with persons recovering from problematic alcohol and other drug use.

The position is to provide one-on-one case management support, facilitate group sessions and undertake other case work support offering high quality and clinically effective treatment for clients.

Functional responsibilities	
Strategic Leadership and Management	<ul style="list-style-type: none"> <li>• Understand and promote the vision and mission of Karralika Programs Inc. and represent the organisation effectively through various forums and activities;</li> <li>• Contribute to the strategic directions and broader organisational policies and objectives of Karralika Programs Inc via consultative forums, sharing information and ideas to enhance the strategic direction of the organisation and to foster evidence-based clinical best practice; and</li> <li>• Support the continued sustainability of the organisation through encouraging evidence-based innovation, quality service delivery, operational effectiveness and accountability.</li> </ul>
Service Delivery and Program Management	<ul style="list-style-type: none"> <li>• Provide clients with support, practical advice, education and information;</li> <li>• Facilitate group and education sessions;</li> <li>• Provide one on one case management support to individual clients;</li> <li>• Participate in the intake process as required;</li> <li>• Investigate and manage routine cases;</li> <li>• Undertake assessments and liaise with other internal or external professionals to complete assessments or make referrals;</li> <li>• Identify requirements with clients and develop treatment/recovery plans. Perform preliminary research for input into reports;</li> <li>• Understand, respond to and resolve enquiries;</li> <li>• Advise clients in relation to their rights and obligations;</li> <li>• Complete necessary data collection, case notes and reporting;</li> <li>• Assist with data gathering activities to obtain feedback;</li> <li>• Record and pass on feedback to relevant channels;</li> <li>• Draft correspondence using agreed formats and structured guidelines;</li> <li>• Supervise clients and support worker / casual staff in the Karralika Program from an operational perspective;</li> <li>• Liaise and communicate productively with a wide variety of people from all levels of services delivery across the allied health sector; and</li> <li>• Carry out general office and driving duties.</li> </ul>
Technical/Clinical Practice & Governance	<ul style="list-style-type: none"> <li>• Liaise with internal and external professionals to complete assessments or make referrals;</li> <li>• Provide professional services including case management and case reviews;</li> <li>• Prepare case notes, reports and treatment/recovery plans for clients as required;</li> <li>• Assist in the maintenance of client records to meet privacy, confidentiality and security standards, client file audits and transfer of files;</li> <li>• Maintain statistical records within the organisation;</li> <li>• Contribute to the implementation of systems improvement initiatives;</li> <li>• Undertake activities to develop knowledge and expertise in relation to professional and clinical skills; and</li> </ul>

	<ul style="list-style-type: none"> <li>Maintain professional knowledge and continue to develop knowledge and expertise in relation to professional skills and professional regulatory requirements.</li> </ul>		
Human Resource Management	<ul style="list-style-type: none"> <li>Follow/comply with policy and procedures;</li> <li>Participate in professional supervision including peer and supervisor review of professional practice where required;</li> <li>Undertake activities to develop knowledge and expertise in relation to professional skills;</li> <li>Assist in and support staffing processes;</li> <li>Complete HR forms/reports;</li> <li>Participate in staff meetings, house meetings, handover, staff training; and</li> <li>Contribute to the delivery of training programs including staff orientation.</li> </ul>		
Corporate Governance and Compliance	<ul style="list-style-type: none"> <li>Promote contemporary best practice approaches including national and international trends in the Therapeutic Community theory model and method;</li> <li>Comply with and monitor adherence with Karralika Programs Inc. Work Health and Safety policy;</li> <li>Under direction, coordinate information for quality audits; and</li> <li>Participate in activities supporting continuous quality improvement.</li> </ul>		
Qualifications, certifications and/or security clearance	<table border="1" style="width: 100%;"> <tr> <td style="width: 50%; vertical-align: top;"> <u>Essential</u> <ul style="list-style-type: none"> <li>Working With Vulnerable People Clearance</li> <li>Certificate IV Alcohol and Other Drugs</li> <li>Driver's Licence</li> </ul> </td> <td style="width: 50%; vertical-align: top;"> <u>Desirable</u> <ul style="list-style-type: none"> <li>Diploma Community Services (Alcohol and Other Drugs, Mental Health)</li> </ul> </td> </tr> </table>	<u>Essential</u> <ul style="list-style-type: none"> <li>Working With Vulnerable People Clearance</li> <li>Certificate IV Alcohol and Other Drugs</li> <li>Driver's Licence</li> </ul>	<u>Desirable</u> <ul style="list-style-type: none"> <li>Diploma Community Services (Alcohol and Other Drugs, Mental Health)</li> </ul>
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Core non-technical skills and knowledge required for role	<table border="1" style="width: 100%;"> <tr> <td style="width: 50%; vertical-align: top;"> <u>Skills</u> <ul style="list-style-type: none"> <li>Teamwork</li> <li>Working independently</li> <li>Conflict Resolution</li> <li>Assertiveness</li> <li>Written and Oral Communication</li> <li>Problem Solving</li> <li>Critical Thinking</li> <li>Computer and Database</li> </ul> </td> <td style="width: 50%; vertical-align: top;"> <u>Knowledge</u> <ul style="list-style-type: none"> <li>Karralika Programs Governance Framework, policies and procedures including but not limited to Work Health and Safety, Privacy and Confidentiality</li> </ul> </td> </tr> </table>	<u>Skills</u> <ul style="list-style-type: none"> <li>Teamwork</li> <li>Working independently</li> <li>Conflict Resolution</li> <li>Assertiveness</li> <li>Written and Oral Communication</li> <li>Problem Solving</li> <li>Critical Thinking</li> <li>Computer and Database</li> </ul>	<u>Knowledge</u> <ul style="list-style-type: none"> <li>Karralika Programs Governance Framework, policies and procedures including but not limited to Work Health and Safety, Privacy and Confidentiality</li> </ul>
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### Personal Work Plan

Each staff member will have in place, in addition to the above responsibilities, a 12 month Personal Work Plan including job specific requirements, key objectives, performance indicators, targets and outcomes. The Work Plan will include a statement of team values and expected behaviours, and will document individual training, learning and development priorities. Annual performance appraisals will be undertaken in June/July each year and a new plan put in place.