

Position Description

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| POSITION TITLE | CASE MANAGER, COMMUNITY SERVICES |
| LOCATION | Deakin, ACT |
| AGREEMENT/AWARD | Karralika Programs Single Enterprise Agreement 2010-2013 |
| CLASSIFICATION | Pay point 2.5 to 3.2 |
| CONTRACTED HOURS & TERM | Full-time, 76 hours per fortnight |
| RESPONSIBLE TO | Community Services Manager |
| RESPONSIBLE FOR | No line management responsibilities |

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.

Karralika 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 approach to recovery is multidimensional, supporting our 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. We see the potential in every individual – employees, clients and stakeholders and seek to consult and engage individuals in all aspects of our operations. We actively empower and enable individuals to advise, co-design and refine services, programs, and operations so their fullest potential might be realised.

Vision

Our vision is to empower change and create new futures for optimal quality of life.

Mission

Our Mission is to provide specialist end-to-end drug and alcohol services to support the needs of individuals, families and communities.



POSITION PURPOSE

This is a full-time position, working as part of a multidisciplinary team, to support individuals and families experiencing alcohol and other drug dependence. The position provides intake and assessment, and one-on-one case management support, and other case work support offering high quality and clinically effective treatment for clients receiving pre and post treatment services and clients participating in a Community Residential Treatment Program.

FUNCTIONAL RESPONSIBILITIES

| KEY AREA | RESPONSIBILITY |
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| Strategic Leadership and Management | <ul style="list-style-type: none"> • Understand and promote the vision and mission of Karralika Programs Inc. and represent the organisation effectively through various forums and activities • 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 good governance and corporate systems • Support the continued sustainability of the organisation through encouraging evidence-based innovation, quality service delivery, operational effectiveness, and accountability |
| Service Delivery and Program Management | <p>Duty Work <i>Duty work is shared function undertaken on a rostered basis each fortnight</i></p> <ul style="list-style-type: none"> • Answer all calls or emails concerning clients • Respond to all client enquires via phone or client enquiry intake email • Complete the initial client enquiry screening tool in Mimaso (client management system) • Assess for client risk and if required communicate with emergency authorities and/or health services to seek immediate help • Provide clients with support, practical advice, and information. • Respond to client check-in calls and record data in Mimaso • Respond to client's families and or significant other questions • Respond to calls from external stakeholders including government and non-government services concerning clients • Transfer clients to identified or appropriate clinician if requested or if identified as helpful. <p>Community Residential Treatment Program</p> <ul style="list-style-type: none"> • Participate in the intake process including client orientation to program • Provide one on one case management support to individual clients • Facilitate group and education sessions • Investigate and manage routine cases • Assess and manage client risk including children residing in program with parents • Undertake assessments and liaise with other internal or external |

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| | <p>professionals to complete assessments or make referrals</p> <ul style="list-style-type: none"> • Identify requirements with clients and develop treatment/recovery plans/safety plans • Perform preliminary research for input into reports • Understand, respond to, and resolve enquiries • Advise clients in relation to their rights and obligations • Complete necessary data collection, case notes and reporting • Assist with data gathering activities to obtain feedback • Record and pass on feedback to relevant channels • Draft correspondence using agreed formats and structured guidelines • Supervise clients in Residential treatment program from an operational perspective • Liaise and communicate productively with a wide variety of people from all levels of services delivery across the allied health sector • Manage Residential properties weekly house inspections, WHS audits, maintenance including cleaning indoors and outdoors and ensure lawns and gardens are maintained • Carry out general office and driving duties. <p>Outreach / After Care Case Management</p> <ul style="list-style-type: none"> • Respond to all client referrals within 24/48 hours • Contact referring clinical staff to assess client risk and response required • Provide detailed information regarding the scope of the Outreach Program and the service offered to the client • Ensure the Safety Plan on Exit and the Keeping Myself Safe forms have been completed and if not support the client to complete • Determine level and type of support required by the client and refer client to counsellors if requested by client • Clients who are not engaging in Outreach make contact weekly to offer support and check if the client requires any services • Confirm client consent to liaise/advocate with family, support services, and agencies as required. • Record all client information including support and services provided in Mimaso • As requested, provide support, court and or engagement in program reports • Provide letters of exit from Outreach program when appropriate |
| <p>Technical / Clinical Practice</p> | <ul style="list-style-type: none"> • Liaise with internal and external professionals to complete assessments or make referrals • Provide professional services including case management and case reviews • Prepare case notes, reports and treatment/recovery plans for clients as required • Assist in the maintenance of client records to meet privacy, confidentiality and security standards, client file audits and transfer of files • Maintain statistical records within the organisation • Contribute to the implementation of systems improvement initiatives |

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| | <ul style="list-style-type: none"> • Undertake activities to develop knowledge and expertise in relation to professional and clinical skills • Maintain professional knowledge and continue to develop knowledge and expertise in relation to professional skills and professional regulatory requirements. |
| Human Resource Management | <ul style="list-style-type: none"> • Follow/comply with policy and procedures • Participate in professional supervision including peer and supervisor review of professional practice where required • Undertake activities to develop knowledge and expertise in relation to professional skills • Assist in and support staffing processes • Complete HR forms/reports • Participate in staff meetings, house meetings, handover, staff training • Contribute to the delivery of training programs including staff orientation. |
| Corporate Governance / Compliance | <ul style="list-style-type: none"> • Promote contemporary best practice approaches including national and international trends in the Therapeutic Community theory model and method • Comply with and monitor adherence with Karralika Programs Inc. Work Health and Safety policy • Under direction, coordinate information for quality audits • Participate in activities supporting continuous quality improvement. |
| SELECTION CRITERIA | |
| Qualifications | <ul style="list-style-type: none"> • Certificate IV Alcohol and Other Drugs (minimum) • Diploma Community Services (Alcohol and Other Drugs; Mental Health) (desirable) • Current unrestricted Driver's License • Current National Police Check • Current Working with Children Check (WWCC) |
| Experience | <ul style="list-style-type: none"> • Case management experience working within the AOD or another relevant sector • Competent in the use of information technology systems • Well-developed interpersonal and communication skills, both verbal and written • Understanding of and experience in working with quality improvement systems in the AOD/community services environment |
| Technical Skills | <ul style="list-style-type: none"> • Case Management • Case notes and treatment plans • Record keeping • Case work • Presentation & Facilitation • Empathy and professional boundaries • Consumer engagement |

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| Technical Knowledge | <ul style="list-style-type: none"> • Best practice alcohol and drug treatment for adults, families and children including CBT, MI, Trauma Informed Care • Knowledge of therapeutic communities Principles and Practices • Knowledge of Mental Health & Criminal Justice • Knowledge of Karralika Programs Clinical Policies and Procedures |
| Non-Technical Skills | <ul style="list-style-type: none"> • Teamwork • Working independently • Conflict Resolution • Assertiveness • Written and Oral Communication • Problem Solving • Critical Thinking • Computer and Database |
| Non-Technical Knowledge | Karralika Programs Governance Framework, policies and procedures including but not limited to Work Health and Safety, Privacy and Confidentiality. |
| Personal Attributes | <ul style="list-style-type: none"> • Integrity – fulfilling duties and responsibilities, acting ethically and with integrity in all dealings and interactions • Collaborative, curious and courageous – must be able to function as an effective team member and have the curiosity to ask questions and the courage to persist in robust discussion with management where necessary • Emotional intelligence – as well as self-awareness and self-management, the ability to demonstrate empathy manifested through strong interpersonal skills. Must be able to work well in a group, listen well, be tactful and diplomatic yet able to communicate a cogent and candid viewpoint • Respectful – relationships are non-judgmental, respectful, and positive. Strong value placed in diversity – cultural, religious, gender, disability and in life experience, in those we support and work alongside. |
| INDIVIDUAL WORK | |
| <p>Each staff member will have in place, in addition to the above responsibilities, an Individual 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. Biannual performance appraisals will be undertaken in each year.</p> | |