

## POSITION DESCRIPTION

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| <b>POSITION TITLE</b>   | Case Manager – Assessment, Intake and Aftercare          |
| <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 “People living better lives”.

Our mission is to “deliver excellent services, valued by our clients” across the spectrum of drug and alcohol treatment, supporting the needs of individuals, families and communities.

Our approach to recovery and healing 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 are committed to providing an inclusive, safe and engaging workplace for our staff, students, volunteers and people accessing our services. We respect people’s identity, and actively promote connection to community, history and sense of self

We actively empower and enable individuals to advise, co-design and refine services, programs and operations so their fullest potential might be realised. 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 value trust and integrity, respect and dignity, quality and accountability, agility and responsiveness, leadership and courage, collaboration and support.



**ROLE DESCRIPTION**

This full-time case management role works within a multidisciplinary staff team and provides information about and access to, the residential services provided at Karralika Programs (adult and family therapeutic communities).

This role is primarily responsible for:

- providing dutywork, screening, comprehensive assessment (including risk assessment), information, referral and pre-admission support,
- preparing the person for and performing the intake function on the day of admission to the residential rehabilitation programs,
- supporting people exiting the residential rehabilitation programs and supporting them to access supports/treatment in the community.

This role also provides information, education and support to a variety of community members enquiring about Karralika Programs and treatment matches by supporting them to navigate the alcohol and drug service system to best suit their needs.

This role works closely with the Canberra Hospital residential withdrawal unit as well as a variety of service providers (child protection, medical, mental health, Justice, Aboriginal and/or Torres Strait Islander Services) within and external to the ACT, to assist in information gathering and care coordination for the client.

**FUNCTIONAL RESPONSIBILITIES**

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| <b>Strategic Leadership and Management</b>     | <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>  |
| <b>Service Delivery and Program Management</b> | <ul style="list-style-type: none"> <li>• Effectively work within a multidisciplinary team and with other programs areas at Karralika Programs;</li> <li>• Promote organisational values with colleagues, clients and community members in contact with Karralika Programs;</li> <li>• Effectively provide, and support other staff/students to provide, initial enquiry, screening, assessment, treatment planning and pre-admission processes as the essential functions of this role;</li> <li>• Provide high level case management to people accessing and exiting Karralika Programs residential services;</li> <li>• Liaise and work effectively with a variety of external stakeholders; and</li> <li>• Promote a service-focused culture within work area.</li> <li>• May be required to work in other programs areas as operational need arises.</li> </ul> |

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| <p><b>Technical/Clinical Practice &amp; Governance</b></p> | <ul style="list-style-type: none"> <li>• Respond to initial service enquires and provide accurate information regarding Karralika Programs and other alcohol and drug services;</li> <li>• Competently use the electronic client file management system (Mimaso) to accurately record client information;</li> <li>• Successfully engage potential clients and their significant others enquiring about alcohol and drug treatment/services;</li> <li>• Complete the screening tool, including risk assessment and respond appropriately to identified risk;</li> <li>• Complete the comprehensive assessment tool with clients either in-person, via telephone or other secure web-based platforms;</li> <li>• Complete risk assessment and where indicated safety plans with clients;</li> <li>• Facilitates the dutywork system and functions;</li> <li>• Treatment match client, including referral to appropriate treatment options to best suit their needs, e.g. Pharmacotherapy programs/support, nurses, counsellors, withdrawal services;</li> <li>• Assist people to navigate the alcohol and drug service sector;</li> <li>• Liaise closely with a variety of service providers or service systems (Canberra hospital, mental health, child protections, justice, corrections, Centrelink, GP's, pharmacists);</li> <li>• Provide case management support to clients and their significant others accessing or exiting Karralika residential programs;</li> <li>• Identify and support people's diverse needs, including but not limited to cultural, sexuality, gender, literacy, housing;</li> <li>• Prepare for and facilitate the weekly clinical review meeting;</li> <li>• Provide pre-admission information and support to clients and their significant others;</li> <li>• Coordinate pre-admission process with clients, including an individual treatment plan;</li> <li>• Provide support and assistance to the Community Programs Team as required;</li> <li>• Complete data collection activities relating to NMDS and Client Outcomes and feedback as required; and</li> <li>• Represent Karralika Programs in a range of forums and continue to build positive reputation for Karralika Programs.</li> </ul> |
| <p><b>Human Resource Management</b></p>                    | <ul style="list-style-type: none"> <li>• Follow/comply with Karralika Programs Policies and Procedures;</li> <li>• Participate in clinical/professional practice supervision including peer, practice support and clinical supervision;</li> <li>• Undertake activities to develop knowledge and expertise in relation to professional skills;</li> <li>• Assist in and support staffing processes and quality improvement;</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 and student placements.</li> </ul>  |
| <p><b>Corporate Governance and Compliance</b></p>          | <ul style="list-style-type: none"> <li>• Promote contemporary best practice approaches including national and international trends in addiction treatment models and primary health care practice;</li> <li>• Comply with and monitor adherence with Karralika Programs Policies, procedures, code of conduct, Work Health and Safety Policy and practices, and Privacy Policy and practices;</li> </ul>  |

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|  | <ul style="list-style-type: none"> <li>Under direction conduct and report on quality audits; and participate in activities supporting continuous quality improvement.</li> </ul>   |  |
| <b>QUALIFICATIONS, SKILLS AND EXPERIENCE</b>   |  |  |
| <b>Qualifications, certifications and/or security clearance</b>  | <u>Essential</u> <ul style="list-style-type: none"> <li>Current Working With Vulnerable People Card</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>Health and/or welfare Diploma, Degree or Post-Graduate degree.</li> </ul>  |
| <b>Core technical skills and knowledge required for role</b>   | <u>Skills</u> <ul style="list-style-type: none"> <li>Screening, assessment (including risk assessment) and treatment planning;</li> <li>High level of AOD knowledge and/or experience;</li> <li>Ability to work effectively with key stakeholders: e.g. health providers, Justice services, mental health, child protection, family/support people;</li> <li>Complex care identification, planning and care coordination;</li> <li>Health promotion and whole of person care.</li> <li>Case notes and record keeping;</li> <li>Empathy, compassion and non-judgmental approach; and</li> <li>High level of professionalism and professional boundaries.</li> </ul> | <u>Knowledge</u> <ul style="list-style-type: none"> <li>Best practice alcohol and other drug treatment services working with adults, families and children;</li> <li>Risk assessment and appropriate responses;</li> <li>Opioid replacement therapies and other pharmacotherapies;</li> <li>Knowledge of TC Principles and Practices;</li> <li>Knowledge of Karralika Clinical Governance Policies and Procedures;</li> <li>Working with multiple morbidities including mental health</li> </ul> |
| <b>Core non-technical skills and knowledge required for role</b>   | <u>Skills</u> <ul style="list-style-type: none"> <li>Teamwork</li> <li>Working independently</li> <li>Presentation &amp; Facilitation</li> <li>Report Writing and record keeping</li> <li>Research and analysis</li> <li>Evaluation techniques</li> <li>Written and Oral Communication</li> <li>Problem Solving</li> <li>Critical Thinking</li> <li>Computer and Database / record keeping</li> </ul>  | <u>Knowledge</u> <ul style="list-style-type: none"> <li>Emerging drug treatments;</li> <li>Karralika Programs Governance Framework; and</li> <li>Work Health and Safety legislative and policy obligations.</li> </ul>   |
| <b>INDIVIDUAL WORKPLAN</b>   |  |  |
| <p>Each staff member will have in place, in addition to the above responsibilities, a 12 month 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. Annual performance appraisals will be undertaken in June/July each year and a new plan put in place.</p> |  |  |