

## Position Description

<b>POSITION TITLE</b>	<b>CASE MANAGER DAY PROGRAMS</b>
<b>LOCATION</b>	Canberra based, ACT
<b>AGREEMENT/AWARD</b>	Karralika Programs Single Enterprise Agreement 2010-2013
<b>CLASSIFICATION</b>	Pay point 2.5 to 3.2
<b>CONTRACTED HOURS &amp; TERM</b>	Part-time
<b>RESPONSIBLE TO</b>	Community Services Manager
<b>RESPONSIBLE FOR</b>	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 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 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.



## POSITION PURPOSE

The case manager role works within a small multidisciplinary staff team and provides support to the Matrix Alcohol and Other Drugs (AOD) Day Program participants and the team. The Day Program provides an evidence-based early recovery and relapse prevention group program to people in the Canberra and surrounding area.

The case manager role is dedicated to the Day Program and works within the larger Community Services multidisciplinary team. It is expected that this role will work to Karralika Programs organisational values, Policies and Code of Conduct and Ethics.

This role works closely with the Day Program counsellor and the lived experience mentor, supporting the smooth running of the Day Program. The case manager screens, assesses, develops and reviews individual treatment plans and coordinates care for Day Program participants, supporting and coordinating their individual treatment and psychosocial needs. The case manager will facilitate and co-facilitate groups, as well as provide individual sessions and supports to the participant and/or their family members. The case manager will actively participate in the community, developing networks and referral pathways into and from the Day Program. With the lived experience mentor, they will also actively support Day Program participants to engage with other community providers and supports to help meet their holistic needs.

## FUNCTIONAL RESPONSIBILITIES

KEY AREA	RESPONSIBILITY
<b>Strategic Leadership and Management</b>	<ul style="list-style-type: none"> <li>• Understands and promotes the vision and mission of Karralika Programs Inc. and represent the organisation effectively through various forums and activities;</li> <li>• Contributes 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>• Supports 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 works within a multidisciplinary team and with other programs areas at Karralika Programs;</li> <li>• Promotes and demonstrates organisational culture and values with colleagues, clients and community members in contact with Karralika Programs;</li> <li>• Role models positive health and wellbeing behaviours and practices;</li> <li>• Demonstrates a commitment to reconciliation and inclusion of people with a variety of backgrounds, cultures, identity and beliefs;</li> <li>• Supports the Day Program and work effectively with the counsellor and the other team members in the Day Program;</li> <li>• Facilitates and co-facilitates groups, as per Day Program, and support other group facilitators;</li> <li>• Coordinates care with other providers to help meet the holistic needs of people with substance use issues;</li> <li>• Develops strong pathways and partnerships to help Day program clients navigate various systems and services;</li> </ul>



	<ul style="list-style-type: none"><li>• Demonstrates good verbal and written communication skills;</li><li>• Is aware of, and demonstrates healthy boundaries with clients;</li><li>• Develops individual treatment plans that are holistic and coordinate care for each person;</li><li>• Understands, respond to and resolve enquiries;</li><li>• Advises clients in relation to their rights and obligations;</li><li>• Completes necessary data collection, case notes and reporting;</li><li>• Assists with data gathering activities to obtain feedback;</li><li>• Records and passes on feedback to relevant team members;</li><li>• Drafts correspondence using agreed formats and structured guidelines;</li><li>• Liaises and communicates effectively with a wide variety of people from all levels of services delivery across the health sector; and</li><li>• Promotes a client and service-focused culture that is non-judgemental, safe and inclusive of people from all backgrounds, lived, and living experience.</li></ul>
<b>Technical / Clinical Practice</b>	<ul style="list-style-type: none"><li>• Successfully engages the Day Program participants and their significant others;</li><li>• Facilitates and co-facilitates Day Program groups;</li><li>• Responds to initial enquiries, conduct comprehensive assessments of potential group participants and provide group information;</li><li>• Supports participant family members, including the family program groups and information sessions;</li><li>• Supports the dutywork system;</li><li>• Competently uses the electronic file management system and complete administrative tasks as required;</li><li>• Maintains client records to meet privacy, confidentiality and security standards, client file audits and transfer of files;</li><li>• Contributes to the discussions regarding service development, implementation and evaluation of service model;</li><li>• Develops and reviews client treatment plans and coordinates care with other providers;</li><li>• Possesses/develops a wide referral network and actively engage external resources;</li><li>• Works effectively and cohesively within the Day Program and larger community teams;</li><li>• Works in other programs areas across Karralika Programs as requested, within the work role; and</li><li>• Represents Karralika Programs in a range of forums and continue to build positive reputation for Karralika Programs;</li></ul>
<b>Human Resource Management</b>	<ul style="list-style-type: none"><li>• Follows/complies with policies and procedures;</li><li>• Participates in professional supervision including peer and supervisor review of professional practice;</li><li>• Undertakes activities to develop knowledge and expertise in relation to professional skills;</li><li>• Assists in and support staffing processes;</li><li>• Completes HR forms/reports;</li><li>• Supports staff orientation, volunteers and student placements when required;</li><li>• Participates in staff meetings, handover, staff training; and</li></ul>



	<ul style="list-style-type: none"> <li>• Contributes to the delivery of training programs including staff orientation.</li> </ul>
<b>Corporate Governance / Compliance</b>	<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>
<b>QUALIFICATIONS, SKILLS AND EXPERIENCE</b>	
<b>Qualifications and Security Clearances</b>	<ul style="list-style-type: none"> <li>• Certificate IV Alcohol and Other Drugs (minimum)</li> <li>• Diploma Community Services (Alcohol and Other Drugs; Mental Health) (desirable) or Bachelor degree in health/welfare field (with AOD skill set).</li> <li>• Current National Police Check</li> <li>• Current Working with Vulnerable People Registration</li> <li>• Current unrestricted Driver's Licence</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Case management experience working within the AOD or another relevant sector</li> <li>• Competent in the use of information technology systems</li> <li>• Well-developed interpersonal and communication skills, both verbal and written</li> <li>• Understanding of and experience in working with quality improvement systems in the AOD/community services environment</li> </ul>
<b>Technical Skills</b>	<ul style="list-style-type: none"> <li>• Group work</li> <li>• Individual treatment planning and care coordination</li> <li>• Case notes and treatment plans</li> <li>• Record keeping</li> <li>• Case work</li> <li>• Presentation &amp; Facilitation</li> <li>• Empathy and professional boundaries</li> <li>• Consumer engagement</li> </ul>
<b>Technical Knowledge</b>	<ul style="list-style-type: none"> <li>• Best practice alcohol and drug treatment for adults, families and children including CBT, MI, Trauma Informed Care</li> <li>• Knowledge of group dynamics</li> <li>• Knowledge of Mental Health &amp; Criminal Justice</li> <li>• Knowledge of Karralika Programs Clinical Policies and Procedures</li> </ul>
<b>Non-Technical Skills/Knowledge</b>	<p>Skills:</p> <ul style="list-style-type: none"> <li>• Teamwork</li> <li>• Initiative and leadership</li> <li>• Presentation &amp; Facilitation</li> <li>• Managing resources</li> <li>• Data collection and reporting</li> <li>• Working as an individual</li> <li>• Conflict Resolution</li> <li>• Assertiveness</li> <li>• Written and Oral Communication</li> </ul>



	<ul style="list-style-type: none"><li>• Problem Solving</li><li>• Critical Thinking</li><li>• Computer and Database</li></ul> <p>Knowledge:</p> <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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**INDIVIDUAL WORKPLAN**

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. Individual Work Plans are reviewed annually.