

## Position Description

<b>POSITION TITLE</b>	<b>CASE MANAGER, RESIDENTIAL THERAPEUTIC COMMUNITY</b>
<b>LOCATION</b>	Canberra, 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>	Full-time, 76 hours per fortnight
<b>RESPONSIBLE TO</b>	Residential Services Manager and Coordinator
<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.



<b>POSITION PURPOSE</b>	
<p>The case manager roles works within a multidisciplinary team providing group and individual support to people with Alcohol and Other Drugs (AOD) issues in the residential rehabilitation program.</p> <p>This is a full-time position, working as part of a multidisciplinary team, to support individuals and families experiencing alcohol and other drug dependence. It is expected that this role will work to Karralika Programs organisational values, Policies and Code of Conduct and Ethics.</p> <p>The case manager facilitates and co-facilitates groups and provides individual case management, including but not limited to risk assessment, safety planning, treatment planning and review, outcomes measures and supporting the person to access relevant services or supports.</p> <p>The case manager works within the residential rehabilitation Therapeutic Community model and supports the individual and the whole community to live and work within this model of care. Case managers are imbedded within both the adult and family residential rehabilitation programs and will work across these programs as required. In the family programs, case managers work with the Child and Family Practitioner assisting to meet the needs of the adults, children and family as a whole.</p>	
<b>FUNCTIONAL RESPONSIBILITIES</b>	
<b>KEY AREA</b>	<b>RESPONSIBILITY</b>
<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>• Facilitates and co-facilitates groups, as per program;</li> <li>• Coordinates care with other providers to help meet the holistic needs of people with substance use issues;</li> <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>• Involves family and/or significant others in the client’s treatment, where safe and consent provided;</li> <li>• Is able to work with individual adult clients (adult program) and with the family unit (family program);</li> <li>• Provides admission and service/program exit support and planning;</li> </ul>



	<ul style="list-style-type: none"><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>• Promotes a client and service-focused culture that is non-judgemental, safe and inclusive of people from all backgrounds, lived, and living experience;</li><li>• Provide clients with support, practical advice, education and information;</li><li>• Undertake assessments and liaise with other internal or external; professionals to complete assessments or make referrals;</li><li>• Supervise clients, students and AOD 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;</li><li>• Carry out general office and driving duties.</li></ul>
<b>Technical / Clinical Practice</b>	<ul style="list-style-type: none"><li>• Liaise with internal and external professionals to complete assessments, treatment plans or make referrals;</li><li>• Provide professional services including case management and case reviews;</li><li>• Works effectively and cohesively within the multidisciplinary team;</li><li>• Maintains a high level of professional behaviour and practice, within scope of role;</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>• Maintain statistical records within the organisation;</li><li>• Contribute to the implementation of systems improvement initiatives;</li><li>• Works in other programs areas across Karralika Programs as requested, within the work role; and</li><li>• Undertake activities to develop knowledge and expertise in relation to professional and clinical skills</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><li>• Maintain professional knowledge and continue to develop knowledge and expertise in relation to professional skills and professional regulatory requirements.</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</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> <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>
<b>INDIVIDUAL WORKPLAN</b>	
<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. Individual Work Plans are reviewed annually.</p>	