

## POSITION DESCRIPTION

CASE MANAGER, SOLARIS PROGRAM	
<b>LOCATION</b>	Canberra, ACT Solaris Program
<b>AGREEMENT/AWARD</b>	Karralika Programs Single Enterprise Agreement 2010-2013
<b>CLASSIFICATION</b>	Case Manager Pay point 2.5 to 3.2
<b>CONTRACTED HOURS &amp; TERM</b>	Full-time, 76 hours per fortnight, 12month contract
<b>RESPONSIBLE TO</b>	Justice 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.

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.



## POSITION PURPOSE

This is a full-time position, working as part of a multidisciplinary team, with staff from both Karralika Programs and ACT Corrective Services, providing one on one case management and facilitation of the group program (Solaris) with detainees recovering from problematic alcohol and other drug use within a correctional setting.

Solaris is delivered in the Alexander Maconochie Centre (AMC) where male detainees voluntarily participate in the modified 16 – 20-week Therapeutic Community rehabilitation program.

This role also provides Transition outreach support for graduates of the Solaris program upon release from custody. Requirements of this role are a security clearance suitable for employment at AMC and successful completion of security training specific to a custodial work environment.

## FUNCTIONAL RESPONSIBILITIES

KEY AREA	RESPONSIBILITY
<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 good governance and corporate systems</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>Provide clients with support, practical advice, education and information;</li> <li>Facilitate group therapeutic and educational 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 from an operational perspective; and</li> <li>Liaise and communicate productively with a wide variety of people from all levels of services delivery across the allied health sector;</li> </ul>
<b>Technical / Clinical Practice</b>	<ul style="list-style-type: none"> <li>Provide professional services including case management and case reviews;</li> </ul>

	<ul style="list-style-type: none"> <li>• Prepare case notes, reports and treatment/recovery plans for clients as required;</li> <li>• Provide high standard record keeping, report writing, filing, word and data processing that meet privacy, confidentiality and security standards,</li> <li>• Assist with client file audits and transfer of files and reports as required;</li> <li>• Carry out general office and program duties 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> <li>• Maintain professional knowledge and continue to develop knowledge and expertise in relation to professional skills and professional regulatory requirements.</li> </ul>
<b>Human Resource Management</b>	<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>• Work in other program areas of Karralika Programs, as required</li> <li>• Participate in staff meetings, house meetings, handover, staff training</li> <li>• Contribute 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>• Participate in clinical supervision, practice support, case conferences and clinical review meetings</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>Security</b>	<ul style="list-style-type: none"> <li>• Successfully complete the AMC police check and intelligence check</li> <li>• Be accepted into and complete the AMC Security Awareness Training</li> <li>• Current National Police Check</li> </ul>
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• Certificate IV Alcohol and Other Drugs (minimum or working towards)</li> <li>• Diploma Community Services (Alcohol and Other Drugs; Mental Health) (desirable)</li> <li>• Current unrestricted Driver's Licence</li> <li>• Current Working with Vulnerable People Clearance (WWVP)</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>• Experience working in custodial setting or with forensic cohort</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>• Case Management</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 therapeutic communities Principles and Practices</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</b>	<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>
<b>Non-Technical Knowledge</b>	Karralika Programs Governance Framework, policies and procedures including but not limited to Work Health and Safety, Privacy and Confidentiality.
<b>Personal Attributes</b>	<ul style="list-style-type: none"> <li>• Integrity – fulfilling duties and responsibilities, acting ethically and with integrity in all dealings and interactions</li> <li>• 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</li> <li>• 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</li> <li>• 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.</li> </ul>

## **INDIVIDUAL WORK**

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.