

## **Position Description**

AOD Case Manager

Therapeutic Community (TC) & Maintenance to Abstinence (MTA) Program

### **Position summary**

Reporting to the Line Manager, the Case Manager role involves guiding and supporting participants through the treatment program in the Therapeutic Community (TC) /Maintenance to Abstinence (MTA) and ensuring the overall residential therapeutic community functions properly. The role is based at the Binna Burra site.

The aims of the TC and MTA programs are:

- to reduce alcohol and other drug use related harm by delivering client-centred, high quality and safe residential rehabilitation,
- to improve the health, well-being and social outcomes of clients by delivering comprehensive alcohol and other drug treatment and support interventions that include the following clinical care standards: comprehensive assessment, formulation, care planning, identification, responding and monitoring of risk, monitoring treatment progress and outcomes and transfer of care.

Specific to MTA is the aim to reduce the number of people dependent on opiates through supporting people wishing to reduce and cease opioid substitution pharmacotherapies.

### **Organisational relationships**

**Direct reports:** Nil

#### **Internal and external relationships**

Internal relationships involves participant, team and staff engagement and collaboration. External relationships may include families and carers, Primary Health Network professionals, clinicians, GP's, agents for housing, Community Mental Health Service Providers and the broader community

Responsibilities	Results/Outcomes
<b>Comprehensive assessment and risk management</b>	
Assess and support participants and provide guidance on the program	Participants will be assessed, and the Clinical Interview Schedule Part 1 updated as required Participants will be referred as required
Case Formulation	Ongoing assessment and gathering of information are added to the case formulation and informs treatment planning and interventions.
Identify, respond to, and monitor risk	Case Manager will review the Clinical Interview Schedule part 2 prior to the first weekend
	If risks are identified Case Managers will complete the Safety Contingency Plan and escalate to Senior Clinician or Manager
	If risk(s) are deemed high and not containable then risk are to be escalated to external supports such as Mental Health Access Line or Emergency Services
<b>Treatment Planning</b>	
Participant involvement	Participants are collaborated with to develop a treatment plan containing identified issues and goals
Reviewed regularly	Participant receives treatment plan for each phase of the program and is provided a copy
	Participants are supported through case management to achieve their goals
	Treatment plan is reviewed routinely at case conference for peer input
Multidisciplinary input	Case presentations are prepared and discussed in individual and group supervision.
Case manage participants in a holistic manner for optimal outcomes.	Effective case management is carried out taking into consideration different cognitive, behavioural, emotional, social, physical and spiritual needs.
	Participants are offered support and referrals for housing, education, health and employment goals and needs are assisted via advocacy with service providers.
<b>Counselling and Group Work</b>	
Support new participants and provide guidance on the program.	Admission procedures for new participants are supported.
Guide participants through the Community as Method treatment program.	Individual counselling, group counselling and crisis intervention are provided.
Facilitate regular process recreational and psycho-educational counselling groups.	Groups and community meetings are facilitated using the general 'Community as Method' treatment philosophy.
Provide counselling and support.	Participants have one on one counselling and support sessions on a regular basis in alignment with their treatment plan.

Responsibilities	Results/Outcomes
Provide a highly professional, ethical and respectful standard of service to participants	Feedback from participants indicated that the relationship is respectful and professional.
Monitor the progress of participants in the program with regard to carrying out personal and community responsibilities in the living skills aspect of the program.	Participants are supported to carry out their responsos and participate fully in the community.
Organise, implement and participate in outings.	Community outings and camping trips are organised and resourced adequately. There is participation in outings and support is offered to participants to ensure safety and wellbeing.
Participate in family sessions according to any family inclusive policies and procedures.	Requests for information are addressed and support over the phone is provided to contacts as approved by participants.
Ensure that cardinal rules are adhered to maintain community safety.	Action is taken when cardinal rules are breached.
<b>Practical support</b>	
Support correct medication administration.	Medication distribution is supervised and recorded. Any changes to reduce medication is monitored and recorded.
Manage urine collection procedures.	Urine collection procedures are managed, as required.
Transport participants to appointments, meetings or scheduled activities.	Participants are transported to appointments in a safe and timely manner.
Provide referral and support if a participant leaves before the end of the program.	Referrals are made to other services such as counselling, accommodation services, etc., to ensure participants who cannot finish the program are given support.
<b>Transfer of Care</b>	
Provide psychosocial support on exit.	Safety plan on exit is reviewed on admission and periodically throughout the program
Identity and plan for risk.	Relapse and other risks are identified and mitigated including escalation pathways,
Make referrals.	Referrals are processed with consent
Create Discharge Summaries.	A discharge Summary is completed and provided to participant.
<b>Administration and reporting</b>	
Maintain participant files and undertake other administrative tasks as required.	Accurate case notes/participant files/paperwork/data input/reports are maintained and updated.
Organise program schedules in consultation with the Line Manager	Program schedules are organised and followed, and any issues are discussed with the Line Manager.

Responsibilities	Results/Outcomes
Collect data to support future programs	Sufficient data is available to ensure there is evidence of the program's effectiveness
	Support data collection by ensuring psychometrics are conducted.
	There is participation in research projects as required.
Provide support, secondary consultations and referral information to other service providers	Referral information, court documents, discharge summaries are supplied as appropriate.
<b>Team support</b>	
Participate in peer and clinical supervision processes.	There is adequate preparation and active participation in peer and clinical supervision.
Participate in informal and formal case conferences, staff meetings and planned meetings.	There is active contribution in meetings to reach key program and clinical decisions.
Work autonomously and as part of a team.	A strong work ethic, respect, punctuality and commitment to service is demonstrated to ensure all team members are well supported.
Supervision for Support Workers.	Provide clinical and operational support for Support Workers in collaboration with the team.
<b>Representation and Networking</b>	
Develop and maintain a working knowledge of AOD and other relevant agencies/services.	Constructive relationships with key stakeholders are developed and maintained.
	There is active liaison with relevant agencies and other service providers, regarding participant progress and participation.
Represent the organisation positively in public forums.	There is attendance at conferences, peak body meetings and symposiums.
	Presentations about the program are made as required.
Participate in networking opportunities.	There is attendance at interagency meetings.
<b>AOD lived experience guidelines</b>	
Maintain professional boundaries when sharing any lived experience.	There is appropriate disclosure of lived experience
	The information provided benefits the participant and inspires positive change and optimism
	The information assist participants to reflect on their own progress and provides practical ways to cope with difficulties.
<b>General</b>	
Be compliant with WHS requirements and take reasonable care to ensure your own safety and health and that of others. Abide by their duty of care provided for in the	There is demonstrated compliance with WHS requirements to ensure a safe and healthy workplace. This includes abiding by the non-smoking directive at the work sites and compliance with any pandemic directives and protocols.

legislation. Ensure you do not place others at risk by any act or omission. Ensure you do not interfere with safety equipment.	Any injury, hazard or illness are reported immediately, where practical, to your manager/coordinator.
Take an active role in building your resilience and preventing psychological injury. Take reasonable care for your health and safety and that of others who may be affected by your conduct.	The importance of wellbeing and self-care as a part of resilience is acknowledged. Strategies are implemented to maintain personal wellness and resilience. Clinical supervision or other supports are utilised, when needed.
Be compliant with codes, guidelines, policies, procedures, legislation and Standards and proactively engage with Buttery continuous quality improvement.	Codes, guidelines, policies, procedures, legislation, Standards and quality improvement processes are adhered to at all times. Changes and improvements are supported.
	All mandatory training programs and team meetings are attended.
	There is mandatory reporting of any suspected incidents of child abuse.
Support an environment free from discrimination, harassment, bullying and model appropriate standards of professional behaviour in the workplace.	Interactions with colleagues, participants and stakeholders are undertaken in a courteous manner.
	Cultural and linguistic diversity is taken into consideration.
	There is positive feedback from others regarding your interactions.
Other duties relevant to the role as requested by Line Manager	

## Selection criteria

### Qualifications and checks

- In accordance with SCHADS 4
- Diploma qualifications or above in counselling, AOD, social work, psychology or community services or relevant experience
- Current and valid manual Driver's Licence
- A satisfactory Criminal Record Check and Working with Children Check
- Current COVID vaccination and First Aid certificate

### Professional skills and experience

- Demonstrated experience working in the AOD and mental health sector
- Experience in delivering psycho educational groups and facilitating therapeutic groups
- Case management and 1:1 counselling experience
- Experience treating people with a background of trauma with an understanding of trauma informed practice
- Demonstrated proficiency using the Microsoft suite, a variety of databases and video conferencing applications.
- Demonstrated commitment to cultural diversity, equal employment opportunity, legislative compliance and workplace health and safety

**Interpersonal skills**

- Sound interpersonal skills including a high standard of written and oral communication.
- Well-developed self-management skills to cope with challenging cases and manage stress.
- Self-reflective and the ability to review own work practices and maintain professional boundaries
- Ability to work cohesively as part of a team and practice self-reflection.
- A reasonable level of health and resilience to fulfil the demands of the role.
- Lived experience of AOD recovery and background working with trauma is preferable.

**Agreement**

These conditions of employment, your duties, and location may be varied by The Buttery during the term of your employment. The position description duties are to read in conjunction with the terms and conditions that form your contract of employment.

I accept and agree to the duties in this position description. I understand and agree to abide by the terms and conditions stipulated.

Signature \_\_\_\_\_

Name \_\_\_\_\_ Date \_\_\_\_\_