

Position Description

Case Worker: Safe Haven Program

Position summary

Reporting to the Senior Clinician, the Case Worker role involves providing immediate trauma-informed and person-centred care to participants experiencing distress who present to the Community Safe Haven facilities.

The Buttery's Community Safe Haven Program provides immediate, trauma-informed, and person-centred care to the community in Lismore, Mullumbimby, Murwillumbah and Woodburn. Compassion and an understanding of systemic and practical issues such as criminal justice, trauma, homelessness, mental health, alcohol and other drugs is essential.

Using evidence-based frameworks and training programs, the Safe Haven's range of services include crisis response; brief intervention counselling, safety planning and support for individuals experiencing suicidal crisis, short term case management and referrals to immediate or ongoing support to address psychosocial needs.

In addition to this, Safe Haven provides a space for social connection and an opportunity to develop and maintain social skills through therapeutic and recreational activities such as art and craft, board games, coffee or BBQ groups or engagement with one of the Safe Haven staff.

Organisational relationships

Direct reports: nil

Internal and external relationships

Internal relationships involves team and staff engagement and collaboration

External relationships may include Healthy North Coast – Primary Health Network, NSW Local Health District and Community Managed Organisations including Mental Health Service Providers, Alcohol and other Drugs Treatment providers, Housing and Homelessness Services, Domestic Violence Services, Financial Support Services and Community Legal Support Services. Other relationships may include Families and Carers, GPs, Women's Health Services, Men's Programs and Youth Services, Employment Services, Disability Support Services, Family Services, as well as the broader community.

Responsibilities	Outcomes
Provide Brief Interventions	
Identify and support participants and provide guidance on the program.	Develop and maintain referral pathways for new participants.
	New participants are supported and given information about the program.
Guide participants through the Safe Haven model.	Create a calm, safe, friendly, and welcoming space to participants, families, and carers.
	An individual plan is developed in collaboration with the participant
Identify risk and provide appropriate support	Participants are assessed in regard to risk to themselves and others and report to the Senior Clinician or Clinician for guidance in regard to providing support or referring to channels better equipped to provide support. Supporting participants to develop a Safety plan may be considered at this stage.
Identify risk and provide appropriate support	Supportive techniques and interventions are employed with participants as required (e.g., de-escalation and grounding exercises, mindfulness to manage distress and maintain mental wellbeing).
Identify risks and consult and work collaboratively with Clinicians to provide brief interventions	Participants are assessed in regard to risk to themselves and others and a report is made to the Senior Clinician or Clinician for guidance in regard to providing support or referring to channels better equipped to provide support. Supporting participants to develop a Safety plan may be considered at this stage.
Provide a highly professional, ethical and respectful standard of service to participants.	Engagement skills are utilised to build rapport with participants, families and carers.
	Therapeutic relationships with participants are developed and service delivery is respectful and professional.
Case Management	
Case manage participants in a holistic manner for optimal outcomes.	Short term case management is carried out taking into consideration different cognitive, behavioural, emotional, social, physical and spiritual needs.
	Accurate case notes/files/paperwork/data/reports are maintained and updated.
Provide support to families and stakeholders.	Families and stakeholders are referred to counselling and support services.
Update referral information.	Information in regard to changes to referral services and options is updated and shared with the team.
Manage the transition of participants after the program.	Transfer of care is insured when closing care of a participant to other stakeholders for follow up.
	Follow-up contacts with participants are organised and completed

Responsibilities	Outcomes
Team Support	
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 displayed 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.
	Assigned tasks are carried out in a timely manner.
Stakeholder Engagement	
Promote the Safe Haven Programs to Stakeholders	Identify and engage the relevant stakeholders across the footprint.
	Provide stakeholders with education on the Safe Havens through meetings, in-services, and education sessions.
	Maintain and build strong relationships with stakeholders, including creation of MOU's in consultation with the Clinical Lead.
Reporting and Data Entry	
Provide timely reports as required	Participant records are maintained in alignment with legislation.
	Data entry of occasions of service to CMS (Mimaso) and Community Engagement activities are completed
	Individual Plans are developed in collaboration with participants and documented in Mimaso
Provide support and referral information	Referral information, Safety Plans, Letters of Support and summary of care is supplied as appropriate.
General	
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 legislation. Ensure you do not place others at risk by any act or omission. Ensure you do not interfere with safety equipment.	There is demonstrated compliance with WHS requirements to ensure a safe and healthy workplace. This includes abiding by the non-smoking directive at Buttery locations.
	Any injury, hazard or illness are reported immediately, where practical, to your manager/coordinator.
	A Donesafe report is completed for all Incidents and Hazards.
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.

Manage potential for vicarious trauma and maintain professional boundaries.	There is engagement with regular Clinical Supervision or EAP.
	The line manager is notified if additional supports are required.
Be compliant with codes, guidelines, policies, procedures, confidentiality requirements, legislation and Standards and proactively engage with Buttery continuous quality improvement.	Codes, guidelines, policies, procedures, confidentiality requirements, 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 and gender diversity is supported and there is evidence of efforts to encourage inclusion.
	There is positive feedback from others regarding your interactions.
Other duties relevant to the role as requested by the Senior Clinician.	

Selection criteria

Qualifications and checks

- Tertiary qualification at diploma level or higher in Community Services, mental Health, Psychology or Social work
- Current and valid Driver's Licence with an ability to undertake regular travel around the Northern Rivers region and work at Woodburn, Lismore, Mullumbimby and Murwillumbah Havens.
- A satisfactory Criminal Record Check and Working with Children Check
- Current COVID-19 vaccination and First Aid certificate

Professional skills and experience

- Two years' work experience in a community services, welfare, or mental health field with experience in the delivery of mental health support and/or a suicide prevention service
- Demonstrated experience providing case management for persons with complex support needs and providing trauma-informed care
- Demonstrated experience in referrals, promoting and educating stakeholders and building networks
- Demonstrated proficiency using the Microsoft suite, a variety of databases and video conferencing tools such as zoom.
- Demonstrated commitment to cultural diversity, equal employment opportunity, legislative compliance and workplace health and safety

Interpersonal skills

- Strong communication skills and the ability to collaborate as part of team
- Ability to work autonomously and use time effectively
- A reasonable level of resilience to manage psychosocial demands, complex clinical issues and exposure to participants in crisis
- Self-reflective with the ability to review own work practices and maintain boundaries

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 _____