



Position Description

Buttery Community Outreach Youth (BCOY) Case Worker

Position summary

Reporting to the Program Manager, the Youth Case Worker's role has a dual focus

- To improve young people's capacity to manage their lives more effectively
- To reduce the number and severity of problems associated with Alcohol and Other Drugs (AOD) use.

The program provides a range of evidence-based treatment and harm minimisation strategies to meet the needs of young people, their families, and the local community in the Northern Rivers.

The target group is young people aged 10-19. The role is based in Byron Bay and is also mobile throughout the region with some travel to Grafton. A pool car is available from the Binna Burra site.

Organisational relationships

Direct reports: Nil

Internal and external relationships

Internal relationships involves team and staff engagement and collaboration

External relationships may include families and carers, Schools, AOD Hubs and partners Primary Health Network professionals, Acmena Juvenile Justice Centre, Community based Youth Justice Supervision Schemes, clinicians, GP's, agents for housing, Medicare locals, Community Mental Health Service Providers and the broader community

Responsibilities	Outcomes
Intake and assessment	
In consultation with the Intake team, respond to queries and offer support to participants.	There is consultation with the Intake team, potential participants and stakeholders.
	Risk assessment processes are undertaken.
	Meetings are organised with participants.
	Referrals are made to other support services that better meet participant needs.
Create a treatment/case management plan	A treatment/case management plan is developed together with the participant to address their psychosocial needs.

Responsibilities	Outcomes
Case management	
Support new participants and provide interventions at their stage of change	New participants are supported and given information about the program.
	Individualised step down care is provided to reduce high risk behaviours and sustain positive lifestyle changes.
	The participants have one on one psycho social counselling sessions on a regular basis.
	Crisis intervention, relapse prevention and supportive counselling are facilitated.
Case manage participants for 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.
	There is positive feedback from completing participants about the program delivery.
Facilitate group meetings.	Groups are facilitated with the aim of supporting those experiencing harm as a result of their AOD use or at a high risk of escalating their drug use.
Provide a highly professional, ethical and respectful standard of service to participants.	Feedback from participants indicated that the relationship is respectful and professional.
Provide Occasions of Service (OOS) relevant to hours worked.	A full time case load is generally 15-20 participants. Participants are provided with a reasonable number of Occasions of Service (OOS). This can comprise of any direct engagement with a participant or any activity that is done in regard to the participant and is usually about 30-60 minutes in length. This can be conducted in person, via phone or video conferencing. An average 8 hour day should allow for a minimum of 5 occasions of service.
Family engagement	
Support family engagement and cohesion	Family are included as part of the initial treatment planning and care coordination session where possible.
	There is evidence of family inclusion in ongoing treatment options to promote long term family functioning.
Refer families and stakeholders to other services.	Families and stakeholders are referred to Family Support counselling and other outreach services as appropriate.
Education and promotion	
Promote the program and be an liaison to other service providers, youth justice supervision schemes, schools, community organisations and external agencies	There is evidence of quality partnerships and increased referrals across the sector.
	Buttery endorsed media materials are distributed to rehabilitation services, Aboriginal services, justice services, schools and youth organisations and at sport, dance and music events.

Responsibilities	Outcomes
Educate youth workers and teachers and others who work with young people who have AOD issues.	There is increased knowledge and understanding of the benefits of AOD early intervention.
	Presentations are made to promote the program at Aboriginal services, juvenile justice services, schools educational institutions, community organisations, groups, clubs and volunteer organisations.
Administration and reporting	
Manage the transition of participants after the program.	Transitional support is offered for relapse prevention.
	Follow up meetings are organised as appropriate.
Ensure there is compliance with requirements.	Legislative, contractual and audit inspection framework requirements are met.
Maintain participant files and undertake other administrative tasks as required.	Accurate case notes/participant files/paperwork/data input/reports are maintained and updated.
Collect data to support future programs.	Sufficient data is available to ensure there is evidence of the program's effectiveness.
	There is participation in research projects as required.
Provide support, secondary consultations and referral information to other providers.	Referral information, documents, discharge summaries are supplied as appropriate.
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 in meetings to reach key program and clinical decisions.
Work autonomously and as part of a larger outreach team.	A strong work ethic, respect, punctuality and commitment to service is demonstrated to ensure other outreach team members are supported.
Representation and Networking	
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 and interagency networking groups.	There is attendance at conferences, peak body meetings and symposiums.
	Presentations about the program are made as required.
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	There is demonstrated compliance with WHS requirements to ensure a safe and healthy workplace. This includes abiding by non-smoking directive and any pandemic directives.

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.	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 the Program Manager.	

Selection criteria

Qualifications and checks

- Tertiary qualifications at a diploma level or higher in areas such as AOD, social work, psychology, youth work or mental health
- Current and valid Driver's Licence with an ability to undertake travel to support communities around the Northern Rivers region
- A satisfactory Criminal Record Check and Working with Children Check

Professional skills and experience

- Two years' experience coordinating support for individuals with complex support needs including in particular AOD support needs co-occurring with serious mental health issues and other issues such as: trauma, homelessness, family and cultural separation or contact with the criminal justice system
- Demonstrated experience working with young people with substance use disorder
- Established networks and relationships with a range of services in the local area
- Strong administrative skills, computer literacy in MS Office and proficient use of technology such as databases, video conferencing and mobile devices
- 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 health and resilience to fulfil the demands of the role.

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 be 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 _____