

	Position Title: Alcohol & Other Drug Case Manager (Specialist)		Team: South Eastern Case Management Service		Region: South Eastern
	Supervisors: Team Leader Case Management Services	Delegations and Authorities: In Line with Delegations Policy		Band: (A-F) A	Date Completed: 26 April 2018

ORGANISATIONAL INFORMATION

OUR VISION AND FOCUS		ROLE CONTEXT
<p>All children should have a good childhood, growing up feeling safe, nurtured and with hope for the future.</p> <p>Berry Street chooses to work with children, young people and families with the most challenging and complex needs. We work across metropolitan, regional and rural Victoria.</p> <p>To achieve our Vision, Berry Street delivers a wide variety of programs, from those aimed at strengthening families and communities through to those that focus on helping people recover from the trauma of violence, abuse and neglect.</p> <p>We also engage government, other community organisations and the general public in child-focussed advocacy and knowledge sharing.</p>		<p>Berry Street's South Eastern Case Management Service (SECMS) is funded by the Department of Health & Human Services (DHHS) to provide an intensive and flexible level of support to young people aged between 12 and 17 years of age who are identified as most 'at risk' in the community.</p> <p>The South Eastern Case Management Team comprises of case management workers, a Mental Health Intensive Youth Support Clinician out posted from Monash Health, Early In Life Mental Health Services (ELMHS) and an Alcohol & Other Drug Case Manager.</p> <p>The position involves case management of SECMS clients with a primary presentation of AOD issues, agency AOD training, community liaison and education, and the maintenance of co-operative working relationships with other Alcohol and Other Drug, youth specific or generic services in the region.</p>
OUR VALUES		PRIMARY OBJECTIVES OF THE ROLE
<p>Berry Street expects all staff to apply these Values in all aspects of their work.</p> <p>Courage: To be the best we can be and to never give up</p> <p>Integrity: Expect a personal and organisation commitment to honesty</p> <p>Respect: Acknowledge the importance of each person's heritage, traditions, identity, needs and aspirations</p> <p>Accountability: Be responsible for our own actions</p> <p>Working Together: Work with our clients, each other and our colleagues to share knowledge, ideas, resources and skills.</p>		<p>The Alcohol & Other Drug Case Manager works with the young people and their families to provide crisis intervention, support and case management services to minimise the risks of alcohol and drug use to the young person to help them develop strong, positive and resilient community connections. At all times, the AOD case manager will be an effective advocate for clients and their families, while upholding their responsibilities of duty of care.</p> <p>The main objectives of the role are:</p> <ul style="list-style-type: none"> • Responsibility for the overall case management of young people who are generally subject to statutory protective orders. • Working closely with a multidisciplinary team to assist young people and their families to gain stability in their personal circumstances and living situation. • Working towards maintaining relationships of the young people and their families and other support networks as appropriate. • Maintaining positive relationships with external partnerships and agencies
		REPORTING RELATIONSHIPS
		<p>This role is based at our Clayton Office. It is part of the broader Complex Client Service Team which, in addition to SECMS (ICMS and ASP) also includes Targeted Care Packages (TCP) and the Specialist Intensive Support Program (SISP).</p> <p>The Alcohol & Other Drug Case Manager works under the direction of the manager of Complex Client Services who will provide supervision and review. This role does not have any direct staff reporting to it but works in conjunction with other team members.</p> <p>This position may be offered as a Specialist position depending on experience and qualifications.</p>

KEY SELECTION CRITERIA

- Demonstrated understanding of, and respect for, the needs of children with a disability; Aboriginal culture, including cultural safety and awareness; and cultural and linguistic diversity (CALD), including cultural safety for children from CALD backgrounds
- Demonstrated understanding of and commitment to the principles of equity, diversity, continual improvement, risk management and occupational health and safety.
- Excellent written and oral communication skills (including public speaking, presentations and facilitation skills).
- Demonstrated ability to flexibly manage competing priorities and stressful situations, monitoring own stress levels and practicing and promoting self-care strategies.
- Demonstrates ability to liaise with DHHS and other government and non-government agencies at both case worker and program development levels.
- Demonstrated experience in networking, program promotion and co-operative work with the government and non-government sector.
- Knowledge of Child Youth and Families Act and other relevant legislation
- Well-developed computer literacy.
- Ability to engage with empathy and non-judgement
- Sound knowledge of the Children, Youth and Families Act and other relevant legislation.
- A sound knowledge of the nature of protective issues, effects of substance abuse, homelessness, trauma, disability and the implications for their emotional and behavioural development.
- Demonstrates experience in working with young people and families who have complex needs, problematic alcohol or other drug use and are on statutory protective and youth justice orders.

ADDITIONAL CRITERIA FOR SPECIALIST ALCOHOL AND OTHER DRUG CASE MANAGER

- Experience in developing and administering informal and formal AOD training to professionals.
- Advanced skills and experience in applying a range of assessment, intervention and interactive skills with young people displaying difficult to manage behaviours.
- Advanced skills in working with families and carers, promoting family-sensitive and strengths based practice.

QUALIFICATIONS AND OTHER REQUIREMENTS	DESIRABLE
<ul style="list-style-type: none"> • A tertiary qualification Youth Work, Social Work, Community Services or equivalent. • Staff must hold a valid WWCC, current drivers licence at all times and undergo a Criminal Records Check prior to employment. Subsequently, staff must report any criminal charges or court appearances. • Sound Knowledge of AOD issues, literature and experience working in the AOD field. <p>ADDITIONAL CRITERIA FOR SPECIALIST ALCOHOL AND OTHER DRUG CASE MANAGER</p> <ul style="list-style-type: none"> • 3+ years experience in working in the AOD sector. • Knowledge of the Children, Youth and Families Act (2005) and Protection and Care's Best Interest planning principles and procedures and relevant legislation. 	<ul style="list-style-type: none"> • Experience working at the Department of Health and Human Services (DHHS) or another similar agency. • Experience undertaking contracted case management with DHHS, Child Protection or another similar CSO. <p>ADDITIONAL CRITERIA FOR SPECIALIST ALCOHOL AND OTHER DRUG CASE MANAGER</p> <ul style="list-style-type: none"> • 3+ years experience working at the Department of Health and Human Services (DHHS) or another similar agency.

KEY ACCOUNTABILITIES AND RESPONSIBILITIES

ACCOUNTABILITY	SPECIFIC RESPONSIBILITIES
Direct Service Delivery	<ul style="list-style-type: none"> • Provide alcohol and drug assessment and consultation regarding clients within SECMS. • Carry a base case load of 4 (but up to 10) young people referred to South Eastern Case Management Service who are seen to be at high risk, identifying those who require specific drug and alcohol case management, supportive counselling and therapy and providing consultation and advice on others. • Provide individual support through a direct casework service aimed at minimising the protective concerns and maximising personal development through a range of intervention techniques. • Identify the early indicators of substance misuse and provide consultation in regard to planning and intervention. • Develop ways of engaging and working collaboratively with 'at risk' children, young people and families and support networks who may not have responded to traditional intervention. • Liaise with relevant services and advocate on behalf of 'at risk' children, young people and families to ensure access to resources and facilities where necessary. • To provide consultation, liaison, education and advice in the area of alcohol and drug misuse to team colleagues, other professionals and caregivers of SECMS clients. • To ensure appropriate documentation and participate in quality assurance activities through ongoing recording and evaluation of drug and alcohol services delivered to clients and their families / caregivers. • Work with children, young people and their families and other significant people in their lives to facilitate contact, negotiate secure alternative accommodation options and provide assistance with conflict resolution as appropriate. • Contribute to continuous quality improvement in relation to service delivery by ongoing monitoring and evaluation, involving the young people where practical. <p>ADDITIONAL RESPONSIBILITIES FOR SPECIALIST ALCOHOL AND OTHER DRUG CASE MANAGER</p> <ul style="list-style-type: none"> • Provide advanced specialist alcohol and drug assessment and carry a base case load of 4 (but up to 10) young people referred to South Eastern Case Management Service who are seen to be at high risk, identifying those who require specific drug and alcohol case management, supportive counselling and therapy and providing consultation and advice on others.
Case Planning and Case Management	<ul style="list-style-type: none"> • In cases where there is contracted case management develop, in conjunction with clients, referring DHHS worker, Case Management Service Team Leader, Manager of Complex Client Services and others as appropriate, individual case plans which specify objective of intervention, anticipated timelines, and tasks and responsibilities necessary for their achievement. • To contribute to the development of crisis management, individual treatment, and service plans for SECMS clients and assist in implementation of case management strategies facilitating entry into drug and alcohol services where appropriate and maintaining continuity of care across service systems. • Negotiate with DHHS and other service providers to ensure co-ordinated and co-operative service delivery to young

	<p>people and their families.</p> <ul style="list-style-type: none"> • Maintain adequate and be accountable for up to date case records, all reports and documents as required by DHHS, Berry Street, Children's Court or other relevant person or service. • Prepare Critical Incident Reports for DHHS and Berry Street as required.
Community Liaison, Education and Training	<ul style="list-style-type: none"> • To provide and facilitate consultancy and education, advice and training in the area of alcohol and drug misuse to SECMS and Berry Street colleagues, DHHS Child Protection, the Non-Government Service Sector, other professionals and caregivers of young people. • To actively network with the Drug and Alcohol service system to enhance the knowledge and skill base of consumers and allow access to relevant innovative and up-to-date information. • To provide appropriate advocacy and brokerage services for SECMS clients • To identify service gaps and difficulties in accessing Drug and Alcohol services.
Leadership and Portfolios	<p>ADDITIONAL RESPONSIBILITIES FOR SPECIALIST ALCOHOL AND OTHER DRUG CASE MANAGER</p> <ul style="list-style-type: none"> • Provide support and mentoring to team members • Engage in constructive communication with team members and other professionals. • Encourage and role model a positive and supportive team culture • Assist leadership team with quality improvement tasks, including the review and updating of relevant programmatic processes, service manuals and policy guidelines. • Develop and maintain key relationships in DHHS to improve outcomes for clients.
Other	<ul style="list-style-type: none"> • Berry Street supports White Ribbon, Australia's campaign to stop violence against women. There is an expectation that staff never commit, excuse or remain silent about violence against women. • Berry Street are committed to the safety, participation and empowerment of all children, including those with a disability and culturally and/or linguistically diverse backgrounds. Berry Street are also committed to cultural safety, inclusion and empowerment of Aboriginal children, their families and communities. • Participate in relevant organisational meetings and supervision. • Be prepared to carry a mobile telephone and complete regular outreach activities, responding to crises when required. • Participate in a duty roster for collating and distributing information regarding the oncall updates for SECMS clients. • Represent South Eastern Case Management Service / Berry Street South Eastern Services as required. • Other duties as directed.

CONDITIONS OF EMPLOYMENT

1. This position is for 76 hours per fortnight. There is no paid overtime, but any extra hours worked will be accrued as Time-in-Lieu according to the Berry Street Victoria Enterprise Agreement.
2. This is a full time, ongoing position
3. You will initially be employed at our Clayton Office. You may be required to work from other Berry Street sites (on a temporary or permanent basis) as directed from time to time.
4. Terms and conditions of employment are in accordance with the Berry Street Victoria Enterprise Agreement, which includes above Award payments and eligibility for remuneration packaging. Salary packaging is available to full-time and 0.8 staff to a maximum value of \$15,899 and a maximum value of \$12,000 to all other permanent part-time staff, in line with our Salary Packaging policy.
5. The base salary for the Case Manager Alcohol Other Drugs Case Manager position is SCHCADS Level 5 Pay Point 1 which is \$69,851.60 under the Berry Street Victoria Enterprise Agreement. The value of the salary can be increased through salary packaging. Depending on experience, this role may be offered as a specialist position which would attract an increased base salary to appropriately reflect higher responsibilities.
6. This position comes with full private use of a Berry Street vehicle.
7. Agency vehicles are available for authorised use and these should be used at all times for work-related purposes, in accordance with the Berry Street Motor Vehicle Policy. However, if you are authorised to use your own vehicle for work-related purposes, you will be paid an allowance per kilometre, which includes provision for comprehensive insurance and other running costs. Berry Street is unable to insure private vehicles owned by staff and will not accept any liability for damage to any staff vehicles incurred while being used for work-related purposes.
8. Superannuation will be paid according to Superannuation Guarantee into a compliant fund of your choice or into HESTA Superannuation Fund.
9. The successful applicant will be required to undergo satisfactory pre-employment checks, including 2 professional referees, a pre-existing injury/disease declaration, a criminal records check and proof of identity and qualifications.
10. The successful applicant will initially be employed for a probationary period of 3 months. During this period, either party can terminate employment with one week's notice. A probationary review before 3 months will be undertaken.
11. Under Victorian WorkCover legislation, it is the applicant's duty to advise Berry Street of any pre-existing medical condition, which could be aggravated by the type of employment for which they are applying. The existence of a medical condition will not preclude you from employment, unless you are unable to perform the inherent requirements of the position. However failure to disclose any relevant injury or disease will jeopardise any entitlement you may otherwise have for a work-related aggravation of that non-disclosed pre-existing condition.
12. Berry Street has a smoke-free workplace policy.

INHERENT REQUIREMENTS OF WORK ACTIVITIES / ENVIRONMENT

Following is a table that outlines the main physical and psychological requirements of the position.

Element	Key Activity	Frequency
Work Environment	Manage demanding and changing workloads and competing priorities.	Daily
	Work in a team environment.	Daily
	Work in different geographic locations.	Daily
	Work office hours with the possibility of extended hours.	Regular
	Be exposed to all outdoor weather conditions.	Regular
	Work in unstructured environments (e.g. outreach).	Regular
	Work office hours with the possibility of extended hours.	Regular
	Work in an open plan office.	Daily
	Work in buildings which may be two-storey	Daily
	Sit at a computer or in meetings for extended periods	Daily
	Work in an environment with competing demands.	Daily
	Present at court and other jurisdictions.	Occasional
	Wear personal protective equipment (eg: rubber gloves) to provide protection from potential infectious and hazardous substances	Occasional
Manual Handling	Undertake manual handling (eg: lifting, moving, transferring, twisting, restraining, supporting) of clients.	Occasional
People Contact	Work with clients who may have a physical or sensory disability	Regular
	Liaise with government, non-government and community organisations	Daily
	Interact with members of the public who may display the full range of emotional expressions, including parents, partners, significant others, family members, advocates, doctors, police.	Regular
	Interact with clients and members of the public who could display verbal or physically challenging behaviour.	Regular
	Facilitate access to specialist, generic and community services	Daily
	Undertake training and professional development activities.	Regular
	Interact with clients and members of the public who could display verbal or physically challenging behaviour.	Regular

Administrative Tasks	Undertake administrative tasks which may include the following: computer work, filing, writing reports, case notes/plans and client records, participating in meetings, concentrating for long periods of time, managing resources and budget and researching and analysing information and data.	Daily
	Undertake intensive administrative tasks, which include computer work, report writing (e.g. financial reports), participating in meetings and concentrating for long periods of time.	Daily
	Use technology including photocopier, telephones including mobiles, fax, overhead projectors, televisions, videos, and electronic whiteboards.	Daily
Transport	Drive vehicles possibly over long distances and in all traffic and weather conditions.	Daily
	Drive vehicles with possible distractions from client behaviour, verbal or physical.	Occasional
	Use public transport including trains, buses, trams and taxis.	Daily