



Case Worker

Position Description

Position title	Case Worker
Directorate	Vinnies Services
Reports To	Team Leader, Alcohol and Other Drugs
Base location	Freeman House Residential Drug and Alcohol Rehabilitation Service – Armidale
Primary position objective	A Freeman House Case Worker is responsible for providing quality participant centred, trauma informed case management duties to residential and non-residential participants. A worker is also required to facilitate elements of the Freeman House Group Work program.

St Vincent de Paul Society

The St Vincent de Paul Society is a member and volunteer based organisation that has been assisting people experiencing disadvantage in NSW for more than 130 years.

The Society was founded by a 20 year old man named Frederic Ozanam in 1833, who with a group of friends, wanted to make a difference to the poverty and disadvantage that he saw around him in post- Revolution France. Leading by example and with boundless energy, Frederic started what is now a world- wide movement in just 20 short years. The St Vincent de Paul Society NSW has around 16,000 members and volunteers and 1,400 staff. Our local member networks, referred to as Conferences, are present in over 420 communities across NSW.

Our members and volunteers provide assistance to people experiencing disadvantage including food parcels and vouchers, financial assistance, assistance with energy bills and other debt, budget counselling and the provision of other material items such as furniture, clothing and bedding and any other household items. Importantly, our members also provide vital emotional support and referral services as needed.

The St Vincent de Paul Society is a leading provider of community support services and has close to 100 Special Works across the State in the areas of homelessness, mental health, disability, financial counselling, supported accommodation, food provision, refugees and migrants and addiction counselling.

Our work is funded by all levels of government, the generous support we receive from the community and our 250 Retail Centres across NSW.

Directorate overview

This position is in the Vinnies Services directorate. This directorate provides a range of evidence-based services and programs that support men, women and children experiencing poverty or disadvantage to rebuild their lives.

Accountabilities and responsibilities

- Provide case management to participants of the residential rehabilitation service in accordance with the St Vincent De Paul Client Centred Service Deliver Policy and the Alcohol and Other Drugs Model of Care.
- Where required provide case management to participants of the community based drug and alcohol program in accordance St Vincent De Paul Client Centred Service Deliver Policy and the Alcohol and Other Drugs Model of Care.
- Provide ad hoc support to clients of the Freeman House services including transport, ad hoc psycho social support, conflict resolution or any other support required to assist the client or the therapeutic milieu of the treatment centre.

- Facilitate groups within the Freeman House group program schedule
- Conduct all client interactions in accordance with NSW Vinnie's Services Client-centred Service Delivery Model
- Engage in case review processes with the team and individually with team leader
- Maintain accurate client records, case notes and other data as directed and required.
- Conduct random drug and alcohol screens as required
- Support and engage with family and significant others as appropriate, including through referral to external services

Operations, Administration and Quality

- Act and perform duties in accordance with relevant legislation and the as well as Society Code of Conduct
- Attend and participate in Freeman House staff meetings, clinical and case review meetings, internal and external training, internal and external supervision and external interagencies
- Provide reports to Team Leader or other senior staff as directed
- Participate in networking with relevant stakeholders
- Participate in working parties and other review mechanisms
- Participate in Quality Improvement processes and Accreditation activities as directed
- Adhere to SVDP Society and Freeman House specific WHS and other risk management policies and procedures
- Participate in Stronger Together and other performance appraisal, management and development processes

Key working relationships

This role will foster close working relationships with:

- Diverse range external service providers who may be involved in the care of a Freeman House participant.
- The families or other close individuals within a participants network who may be involved in some way with the care of the participant.
- The Freeman House case management, nursing and support work staff
- The Freeman House Aboriginal Community Liaison Officer.

Essential criteria

Critical capabilities

- **'People we Serve' Centric:** (Level 1) Deliver, or support the delivery of, high-quality services that provide a hand up for the people we serve.
- **Values Based Leadership:** (Level 1) Develop an understanding and respect for and be aligned to the Society's mission, vision, values and lay Catholic heritage.
- **Impact Focus:** (Level 1) Contribute to the delivery of positive impact through informed decision making and efficient and effective use of resources.
- **Collaboration:** (Level 1) Work collaboratively with others to solve challenges, foster the Society's mission and implement the Strategic Plan.
- **Change Leadership:** (Level 1) Support the implementation of change.
- **Team Performance:** (Level 1) Develop own performance and contribute to team performance.
- **Digital Engagement:** (Level 1) Effectively participate in virtual, dispersed teams using digital tools.
- **Innovation and Improvement:** (Level 1) Contribute to generating new ideas that will improve services and ways of working.
- **Financial Acumen:** (Level 1) Use the Society's resources responsibly.

Role-specific criteria

- Demonstrated experience in managing a case load and case planning, including with persons with complex needs (e.g. co-occurring drug and alcohol issues along with homelessness, mental health, contact with criminal justice system).
- Willingness to work within a client centred and trauma informed framework.
- Demonstrated ability to conduct self in a professional, ethical and non-judgmental manner.
- A relevant qualification, e.g Certificate IV or Diploma in Alcohol and Other Drugs or other Community Services field, or approved counselling / welfare / psychology equivalent or working towards same.
- Knowledge of, and ability to access, a range of relevant community resources.
- Demonstrated ability to work as part of a team and to work independently and unsupervised.
- Willingness to work within the values and ethos of the St Vincent de Paul Society and Vinnies Services
- Sound computer literacy skills including experience in computerised data collection.
- A current, unencumbered Drivers Licence.

Desirable:

- Extensive experience in drug and alcohol service provision including in community and residential settings
- High level group work skills
- Tertiary qualification in a relevant discipline

