

## **Alcohol and Other Drugs Case Worker**

### **Rendu House Drug and Alcohol Services**

#### **Position Description**

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<b>Position Title</b>	Alcohol and Other Drugs Case Worker
<b>Directorate</b>	Vinnies Services
<b>Reports To</b>	Manager
<b>Base Location</b>	Rendu House Alcohol and Other Drugs Services – South Western Sydney
<b>Primary position objective</b>	The Rendu House Alcohol and Other Drugs Case Worker is responsible for the delivery of high quality case management, group work and general drug and alcohol and other support to clients of the Rendu House Alcohol and Other Drugs Service.

### **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.

## Program Overview

Rendu House Alcohol and Other Drugs Services is committed to minimising the harm related to Alcohol and Other Drugs use and other associated issues and is part of the St Vincent de Paul NSW Support Services Drug and Alcohol Network, which includes the Freeman House Centre in Armidale, Rosalie House Day Program in Tamworth and Maayu Mali Centre in Moree, which aims to provide high quality, innovative and flexible responses for the treatment of problematic drug and alcohol use and other areas of complex need.

Rendu House Alcohol and Other Drugs Service provides services for people seeking treatment for problematic Alcohol and Other Drugs use and post treatment support. This position will be based in the non-residential day program.

## Duties and Responsibilities

The Alcohol and Other Drugs Case Worker is responsible for providing quality client care, focused on sustainable client outcomes. The main duties of this position include provision of case management, delivery of evidence based therapeutic interventions and facilitation of therapeutic and education groups.

The Alcohol and Other Drugs Case Worker will manage a case load as assigned by the Rendu House Manager as well as assisting other clients of the service as required. The Alcohol and Other Drugs Services Case Worker will also participate in team case discussions and general operational duties as required.

### Clinical, Treatment and Case Management Services

- Provide case management for clients of Rendu House Drug Health Day Program in accordance with St Vincent de Paul Society NSW and Rendu House Alcohol and Other Drugs Services policy across 7 stages; Engagement, Assessment, Treatment Planning, Implementation, Monitoring, Review and Closure;
- Deliver therapeutic interventions, support and education in accordance with evidence-based practice and Rendu House Alcohol and Other Drugs Services treatment modality;
- Conduct intake and comprehensive assessment (including risk assessment) of clients;
- Assist Clients with developing holistic treatment plans across a range of domains and stages of treatment;
- Assist clients collaboratively with implementing their individual treatment plan;
- Work collaboratively and liaise with other service providers towards achieving clients' treatment and case plan goals;
- Facilitate the delivery of therapeutic and education groups;
- Provide ad hoc support to clients of the Rendu House AOD Services as required;
- Support and engage with family and significant others as appropriate, including provision of education, information, brief intervention and support and referral to family support services;
- Conduct all client interactions in accordance with St Vincent de Paul Society NSW Support Services' policies and procedures and Client-centred Service Delivery Model and Rendu House AOD Services policy and procedures;

- Engage in case review processes with the team and individually with the Manager;
- Work in partnership with other members of the Rendu House Alcohol and Other Drugs Services team in order to ensure quality outcomes;
- Maintain accurate client records, case notes and other data as directed and required;
- Contribute to the planning, development, delivery and evaluation of Rendu House Alcohol and Other Drugs Services service model.

#### Operations, Administration and Quality

- Act and perform duties in accordance with legislative as well as St Vincent de Paul Society requirements including in accordance with the Society Code of Conduct;
- Attend and participate in Rendu House AOD Services staff meetings, clinical and case review meetings, internal and external training and internal and external supervision;
- Provide reports to Program Manager or other senior staff as directed;
- Participate in networking with relevant stakeholders;
- Participate in working parties and other review mechanisms;
- Participate in Quality Improvement and Accreditation activities as directed;
- Adhere to St Vincent de Paul Society NSW and Rendu House Alcohol and Other Drugs Service WHS and other risk management policies and procedures;
- Participate in Stronger Together and other performance appraisal, management and development processes;
- Support new staff, volunteers and students as required;
- Support partnerships and work collaboratively with other service providers where required;
- Undertake general operational duties as required and directed.

## Essential Criteria

### Critical capabilities

- **‘People we serve’ centric:** (Level 1) Deliver or support the delivery of high quality services that promote a hand up for the people we serve
- **Value 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

- A relevant qualification or working towards, 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 the same;
- Demonstrated experience in case management including; managing a case load, case planning and assisting clients with implementing case plans, including with persons who have complex support needs (e.g. co-occurring drug and alcohol issues along with mental health, homelessness or contact with criminal justice system);
- Willingness to work within the established Rendu House Alcohol and Other Drugs Services and SVDP NSW Support Services Case Management protocols and Client-centred Service Delivery Model;
- Demonstrated ability to conduct self in a professional, ethical and non-judgmental manner;
- Knowledge of, and an 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 NSW Support Services;
- Basic computer literacy skills including experience in computerised data collection;
- A current, unencumbered Drivers Licence.

## Desirable:

- Extensive experience in Alcohol and Other Drugs service provision
- High level group work skills
- Tertiary qualification in a relevant discipline

*The St Vincent de Paul Society is an Equal Employment Opportunity Employer*

