

Case Worker, New England Alcohol and Other Drug (AOD) Outreach Program—Health Services

Position Description

Directorate:	Vinnies Services
Reports to:	Team Leader, Health – Rosalie House and New England AOD Outreach
Direct reports:	NIL
Location:	North West region - within the geographical region of the service package or service.
Primary position objective:	Provide high quality case management to clients experiencing substance use and dependence across a designated geographical area and maintain strong linkages with general practitioners and other primary health clinicians and Aboriginal medical services.

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

Directorate overview

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

Homelessness and Housing: this team is responsible for state-wide management of excellent homelessness and housing services.

Disability and Inclusion: this team is responsible for state-wide management of excellent disability and inclusion services.

Health: this team is responsible for state-wide management of excellent health services.

Clinical Governance: this role is responsible for driving accountability for state-wide provision of high quality and safe services to the people we serve.

Program and Service Quality: this team is responsible for developing and implementing a Society-wide Quality Framework to support a culture of continuous improvement; and supporting quality review and audit processes.

Service Innovation and Business Development: this team is responsible for service innovation and business development.

Accountabilities and responsibilities

The Case Worker, New England AOD Outreach Program will:

- Contribute the successful implementation of the Strategic Plan in their team.
- Provide case management to clients of the New England AOD Outreach Program in accordance with the Society's AOD Model of Care.
- Provide evidence-based treatment for clients who are using a range of substances, including methamphetamine, whilst promoting a flexible, individualised stepped care model.
- Conduct regular appointments with clients across a broad geographical area through a range of modalities including face to face, telephone and MS Teams.
- Provide ad hoc support to clients of the New England AOD Outreach Program as required including psychosocial support, conflict resolution or any other support required to assist the client or the therapeutic milieu of the program.
- Facilitate occasional small educational groups where need is identified.
- Conduct all client interactions in accordance with the Society's Vinnies Services' policies and procedures, Client-centred Service Delivery Model and the Society's AOD Model of Care.
- Engage in case review processes with the team and individually with the Team Leader across the modalities of face to face, telephone, and MS Teams.
- Work in partnership with broader health services, including mental health services, to ensure quality outcomes.
- Ensure treatments are targeted and culturally appropriate for Indigenous Australians including linkages to appropriate services.
- Maintain accurate client records, case notes and other data as directed and required.
- Conduct client assessments including outcome measures and client experience measures.
- Support and engage with family and significant others as appropriate, including through referral to external services.
- Act and perform duties in accordance with legislative as well as Society requirements including in accordance with the Society's Code of Conduct.
- Attend and participate in the New England AOD Outreach Program staff meetings, clinical and case review meetings, internal and external training and internal and external supervision.
- 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 and Accreditation activities as directed.
- Adhere to the Society's and New England AOD Outreach Program specific WHS and other risk management policies and procedures.
- Participate in the 'Stronger Together' and other performance appraisal, management and development processes.
- Support partnerships and work collaboratively with other service providers where required.
- Undertake general operational duties as required and directed.
- Contribute to a safe working environment for members, staff and volunteers by implementing the Society's workplace health and safety practices.
- Contribute to the effective risk management protocols and procedures are in place to ensure compliance with legal, employment and governance requirements.

Critical Key Performance Indicators (KPIs)

- Develop holistic treatment plans.
- Goals and case plans are developed and reviewed.
- Appropriate response to people we service to meet their goals and aspirations, as developed and delivered through the case plan.
- Deliver targets and results within appropriate timeframes.

Key working relationships

In addition to the Team Leader, Health – Rosalie House and New England AOD Outreach and their direct reports, the Case Worker, New England AOD Outreach Program will foster close working relationships with:

- Team members, Health Services (Vinnies Services);
- Team members, Homelessness and Housing Services (Vinnies Services);
- Team members, Community Inclusion Services (Vinnies Services);
- Community Support Officers (Membership, Volunteers and Regional Operations);
- Conferences.

Essential criteria

Critical capabilities

There are nine capabilities expected of all employees across the Society:

- **‘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

- Relevant qualification/s, 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.
- 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).

- Demonstrated ability to work therapeutically with clients (e.g. provide therapeutic interventions).
- Willingness to work within the established New England Drug and Alcohol Outreach Program, the Society's AOD Model of Care and the Society's Client-centred Service Delivery Model.
- Knowledge of, and an ability to access, a range of relevant community resources.
- Demonstrated ability to conduct self in a professional, ethical and non-judgmental manner.
- Demonstrated ability to work as part of a team and to work independently and unsupervised.
- Basic computer literacy skills including experience in computerised data collection.
- NSW driver license.

Desirable criteria

- Experience working in a membership-based organisation to support and empower members and volunteers.
- 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.