

Case Worker, Freeman House – Health Services

Position Description

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| Directorate: | Vinnies Services |
| Reports to: | Team Leader, AOD Programs – Freeman House |
| 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, group work and general drug and alcohol treatment and other support to clients of the Freeman House programs. |

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.

Community Inclusion: this team is responsible for state-wide management of excellent community inclusion services, including disability services.

Local Area Coordination (LAC) program: this team is responsible for delivery of the LAC program in partnership with the National Disability Insurance Agency (NDIA).

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.

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

Accountabilities and responsibilities

The Case Worker, Freeman House will:

- Contribute the successful implementation of the Strategic Plan in their team.
- Provide drug and alcohol case management and treatment support services to clients of Freeman House and associated programs in accordance with the Society and Freeman House policies and the Society's AOD Model of Care.
- Assist and support clients transitioning from withdrawal to internal and external services including residential rehabilitation, partnering treatment programs, and community organisations.
- Assist and support clients transitioning from residential to non-residential services.
- Work with the Specialist Homelessness Service (SHS) Team Leader to provide case management support to clients of the SHS program.
- Provide ad hoc support to clients of the Freeman House services including 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.
- Provide direct strengths-based recovery-oriented support, to persons seeking assistance according to the Society's AOD Model of Care.
- Conduct all client interactions in accordance with Vinnies Services' policies and procedures, Client-centred Service Delivery Model and the Society's AOD Model of Care. Engage in case review processes with team and individually with team leader.
- Work in partnership with other members of Freeman House staff including other Case Workers, Nurses, Counsellor and Support Workers in order to ensure quality client outcomes.
- Maintain accurate client records, case notes and other data as directed and required.
- Conduct psychosocial progress assessments in line with participants' treatment stages.
- Participate in on call roster as required.
- Conduct random drug and alcohol screens as required.
- Support clients with their self-administration of medication as required.
- Support and engage with family and significant others as appropriate, including through referral to external services.
- Support and engage with participants within a culturally sensitive framework, including seeking out guidance and advice where needed.
- Act and perform duties in accordance with legislative as well as Society requirements including in accordance with the Society Code of Conduct.
- Attend and participate in Freeman House 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 and Freeman House specific 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 student as required.
- 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, AOD Programs – Freeman House and their direct reports, the Case Worker, Freeman House 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 experience in providing treatment approaches designed to support clients in their treatment journey.
- Willingness to work within the established Freeman House program, the Society's AOD Model of Care and the Society's 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.
- Basic computer literacy skills including experience in computerised data collection.
- NSW driver licence.

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.