

# Comorbidity Case Worker – Comorbidity Psychosocial Service – Health Services

## Position Description

<b>Directorate:</b>	Vinnies Services
<b>Reports to:</b>	Regional Manager – Health Service North West
<b>Direct reports:</b>	NIL
<b>Location:</b>	North West region – based within the geographical region of the service package or service
<b>Primary position objective:</b>	Provide specialist mental health support and coordination to eligible clients of the Rosalie House, Freeman House and New England Alcohol and Other Drug Outreach Program.

*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.

**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 Comorbidity Psychosocial Service Case Worker will:

- Contribute to the successful implementation of the Strategic Plan in their team.
- Work within the North West Health Services operational program protocols to provide psychosocial support to individuals with comorbidities.
- Provide case management for clients of Rosalie House House Drug Health Day Program, Freeman House Residential Rehabilitation Program and the New England Alcohol and Other Drug Outreach Program in accordance with the Society 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 the Society's AOD Model of Care and the HNECCPHN Psychosocial Comorbidity Program Service contract.
- Conduct intake and comprehensive assessment (including risk assessment) of clients.
- Support clients to develop holistic, person-centred multiagency care plans (one plan) across a range of domains and stages of treatment.
- Assist clients collaboratively with implementing their individual treatment plan.
- Provide ad hoc support to clients of Rosalie House, Freeman House and New England Alcohol and Other Drug Outreach Program as required.
- Support and engage with client's carers, family and significant others as appropriate, including provision of education, information, brief intervention and support and referral to family support services.
- Support the individual's independence and decision making.
- Support the individual in times of transition between services and discharge.
- Deliver structured group activities based on the needs of the clients.
- Conduct all client interactions in accordance with Vinnies Services' policies and procedures, the NSW Health AOD Clinical Care Standards and the Society's AOD Model of Care.
- Engage in case review processes with the team and individually with the Services Team Leaders.
- Work in partnership with other members of the Rosalie House, Freeman House and New England Alcohol and Other Drug Outreach Program 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 the service model.
- 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 service staff meetings, clinical and case review meetings, internal and external training and internal and external supervision.
- Provide reports to the Regional 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.
- Participate in the People, Potential and Growth and other performance appraisal, management and development processes.
- Support new staff, volunteers and students as required.

- Work collaboratively with key stakeholders and maintain strong, positive relationships.
- 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.
- Be responsive to the needs of identified stakeholders including the Health, Justice and Mental Health Services across NSW and the ACT.
- Support the Regional Manager and Team Leaders to develop knowledge exchange opportunities with other organisations including communities of practice and stakeholder engagement.
- Contribute to the development of best practice management guidelines for working with participants with exceptionally complex support needs.
- Be responsive to program needs and contractual obligations in line with organisations policies, procedures and contractual requirements.
- Maintain accurate participant records and data as per the protocols of Freeman House, Rosalie House and New England Alcohol and Other Drug Outreach Program, the program requirements and the Society's policies.
- Other responsibilities as directed by the Regional Manager.

## Critical Key Performance Indicators (KPIs)

- 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 Regional Manager, Health Services – North West and their direct reports, the Comorbidity Case Worker will foster close working relationships with:

- Team members, Health Services (Vinnies Services);
- Team members, Homelessness and Housing 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 2) Enable the delivery of high-quality services that provide a hand up for the people we serve.
- **Values based leadership:** (Level 2) Enable individuals and teams to be guided by the Society's mission, vision, values and lay Catholic heritage.
- **Impact focus:** (Level 2) Enable others to deliver positive impact through informed decision

making and efficient and effective use of resources.

- **Collaboration:** (Level 2) Enable collaboration with Conferences, directorates and teams to create opportunities, solve challenges, foster the Society's mission and implement the Strategic Plan.
- **Change leadership:** (Level 2) Support others to engage with, and adapt to change.
- **Team performance:** (Level 2) Motivate and manage individual and team performance and develop their capabilities.
- **Digital engagement:** (Level 2) Enable and facilitate participation in virtual, dispersed teams using digital tools.
- **Innovation and improvement:** (Level 2) Encourage innovative behaviour to improve existing and new services and ways of working.
- **Financial acumen:** (Level 2) Enable others to use the Society's resources responsibly and keep expenses within budget.

## Role-specific criteria

- Relevant tertiary qualification/s in Social Work or Psychology
- Demonstrated high standard of interpersonal and communication skills, including the ability to adapt services to meet varying cultural needs.
- Life experience related to substance use and/or mental health.
- Demonstrated ability to establish effective workplace relationships with a diverse range of professionals and stakeholders.
- 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 North West Health Services, the Society's AOD Model of Care and the NSW Health AOD Clinical Care Standards.
- 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.
- Well-developed time management and organisational skills.
- Knowledge of service providers in local area.
- NSW driver licence (unencumbered).

## Desirable criteria

- Experience working in a membership-based organisation to support and empower members and volunteers.
- Suicide Prevention training and/or ASSIST
- Demonstrated ability in cultural competency when working with First Nations people
- Demonstrated ability in cultural awareness, community languages and/or experience working with interpreters when working with people from Culturally and Linguistically Diverse backgrounds.
- Demonstrated ability in awareness and inclusion when working with LGBTQIA+ populations