



## Case Worker

### Position Description

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<b>Position Title</b>	Case Worker (Freeman House)
<b>Responsible Council</b>	NSW State Council
<b>Reports To</b>	Team Leader, Health, Freeman House
<b>Base Location</b>	Armidale NSW
<b>Primary position objective</b>	The Freeman House Case Manager is responsible for the delivery of high quality case management, group work and general drug and alcohol and other support to clients of the Freeman House services including residential and non-residential clients.

## 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.

## Organisational Overview

SVDP NSW Support Services provides support for people experiencing need in NSW. It is a Special Work of the St Vincent de Paul Society of NSW and is comprised of more than 20 different programs across the state. SVDP NSW Support Services provides programs across areas including drug and alcohol, gambling, homelessness, disability, mental health, community development and refugee support.

### Program Overview

Freeman House and its associated programs are committed to minimising the harm related to homelessness, drug and alcohol use, mental health, cognitive impairment, contact with the criminal justice system and other associated issues and is part of the St Vincent de Paul NSW Specialist Drug and Alcohol Network, which includes the Freeman House Centre in Armidale, the New England Drug and Alcohol Outreach Program, the Maayu Mali centre in Moree, Rendu House Day Program in Campbelltown and Rendu House AOD Services in South West Sydney. SVDP NSW is committed to providing high quality, innovative and flexible responses to drug and alcohol, homelessness and other areas of complex need in the New England region.

The nature and level of support differs according to individual needs, with a range of services offered including drug and alcohol case management and counselling in the community and in residential rehabilitation, access to psychological and psychiatric care, education and therapeutic group work, harm minimisation, living skills, withdrawal management and holistic health care and homelessness case management.

### Duties and Responsibilities

The Freeman House Case Manager is responsible to provide quality client care focused on sustainable client outcomes. The major duties of this position include case management of residential and non-residential clients and group work.

The Case Manager will manage their own case load as assigned by the Freeman House Team Leader as well as assisting other residential and non-residential clients of the Freeman House programs. The Case Manager will also participate in team case discussion involving all current clients of Freeman House. The Case Manager will also be responsible for running therapeutic and education groups.

#### Clinical, Treatment and Case Management Services

- Provide case management to clients of the residential rehab in accordance with the Freeman House Case Management policy, including the 7 stages of Engagement, Assessment, Treatment Planning, Implementation, Monitoring, Review and Closure
- Provide case management to clients of the community based drug and alcohol program in accordance with the Freeman House Case Management Policy, including the 7 stages of Engagement, Assessment, Treatment Planning, Implementation, Monitoring, Review and Closure
- Provide case management to clients of the Freeman House residential withdrawal management program.
- Work with the Homelessness Case Manager to provide case management support to clients of Going Home Staying Home.
- 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 Support Services' Client-centred Service Delivery Model
- 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 Managers, 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.
- 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

#### Operations, Administration and Quality

- 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 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
- Support new staff, volunteers and student as required

### **Essential 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 the established Freeman House and SVDP NSW Support Services Case Management protocols and Client-centered Service Delivery Model.
- 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 NSW Support Services
- Basic 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

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