



Drug and Alcohol Case Worker (New England Drug and Alcohol Outreach Program) Position Description

Position Title	Drug and Alcohol Case Worker – New England Drug and Alcohol Outreach Program
Responsible Council	NSW State Council- Support Services
Reports To	Clinical Director – Treatment and Services
Base Location	Moree Plains, Narrabri, Gwydir, and Inverell Local Government Areas or Armidale Regional, Uralla, Glen Innes Severn, and Tenterfield LGAs or Tamworth Regional, Walcha, Liverpool Plains, and Gunnedah LGAs
Primary position objective	The Drug and Alcohol Case Worker – New England Drug and Alcohol Outreach Program is responsible for the delivery of high quality case management to clients experiencing substance misuse and dependence across a designated geographical area. Key components of the role include maintaining strong linkages with General Practitioners and other Primary Health Clinicians, and Aboriginal Medical Services in order to address the impact of alcohol and other drugs on individuals, their families and the community.

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 40 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 Drug and Alcohol Case Worker – New England Drug and Alcohol Outreach Program 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 to facilitate the delivery of therapeutic and education groups as required.

The Case Worker will manage a case load as identified at a local level and/or as designated by the Team Leader, Health at Freeman House. The Case Worker will also participate in team case discussion and general operational duties as required.

Clinical, Treatment and Case Management Services

- Provide case management to clients of the New England Drug and Alcohol Outreach Program in accordance with St Vincent de Paul Society NSW Specialist Drug and Alcohol Network policies and 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 Skype for Business.
- Provide ad hoc support to clients of the New England Drug and Alcohol Outreach Program as required including transport, psycho social 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 St Vincent de Paul Society NSW Support Services' policies and procedures and Client-centred Service Delivery Model.
- Engage in case review processes with the team and individually with the Team Leader across the modalities of face to face, telephone, and Skype for Business.

- 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.

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 the New England Drug and Alcohol 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 St Vincent de Paul Society NSW and New England Drug and Alcohol Outreach Program specific WHS and other risk management policies and procedures
- Participate in 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.

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).
- 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 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.
- 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 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 drug and alcohol service provision including methamphetamine type stimulant use
- High level networking skills
- Bachelor degree in a relevant discipline

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