

Position Description

Case Worker: Safe Haven Program



Position summary

Reporting to the Senior Clinician, the Case Worker role involves providing immediate trauma-informed and person-centred care to participants experiencing distress who present to the Community Safe Haven facilities. They provide case management support in areas such as homelessness, education, employment and health needs.

The Buttery's Community Safe Haven Program provides immediate, trauma-informed, and person-centred care to the community in Lismore, Mullumbimby, Murwillumbah and Woodburn.

Using evidence-based frameworks, the Safe Haven's range of services includes: crisis response, counselling, connection case management, referrals and structured support to address ongoing needs, including mental health, drug and alcohol issues, housing, finances, relationships, employment, disaster recovery initiatives and supports.

Organisational relationships

Direct reports: nil

Internal and external relationships

Internal relationships involve team and staff engagement and collaboration

External relationships may include mental health service providers, alcohol and other drugs organisations LHD, HNC and NGO's, families and carers, Health professionals, clinicians, GP's, agents for housing, and the broader community.

Responsibilities	Outcomes
Provide trauma informed care	
Identify and support participants and provide guidance on the program.	Develop and maintain referral pathways for new participants.
	New participants are supported and given information about the program, and if required provided with individual care plans.
Guide participants through Safe Haven program model.	Create a calm, safe, friendly and welcoming space to participants, families and carers.
	Utilise engagement and assessment skills to engage participants, build trust and rapport and identify current levels of distress.
	Employ supportive techniques and interventions with participants as required, e.g., de-escalation

	and grounding exercises, mindfulness to manage distress and maintain mental wellbeing.
	Develop a care plan in collaboration with the participant.
Manage vicarious trauma and professional boundaries and burn out.	Ensure engagement with regular Clinical Supervision or EAP and notify line manger if needing additional supports.
Provide a highly professional, ethical and respectful standard of service to participants.	Feedback from participants indicated that the relationship is respectful and professional.
Case Management	
Case manage participants in a holistic manner for optimal outcomes.	Effective case management is carried out taking into consideration different cognitive, behavioural, emotional, social, physical and spiritual needs.
	There is support and referral offered for homelessness, education, employment, health needs and other concerns.
Provide support to families and stakeholders.	Families and stakeholders are referred to Family Support counselling and other outreach services as appropriate.
Manage the transition of participants after the program.	Transfer of care is insured when closing care of a participant to other stakeholders for follow up.
Team Support	
Participate in peer and clinical supervision processes	There is adequate preparation and active participation in peer and clinical supervision.
Participate in informal and formal case conferences, staff meetings and planned meetings.	There is active contribution and leadership displayed in meetings to reach key program and clinical decisions.
Work autonomously and as part of a team	A strong work ethic, respect, punctuality and commitment to service is demonstrated to ensure all team members are well supported.
	Assigned tasks are carried out in a timely manner.
Practical Support	
Participants and guests	Ensure that anyone attending the Safe Haven signs the appropriate Sign In Sheet
	All participants and guests are welcomed to the Safe Haven and provided an overview of the service, and location of facilities.
Safeguard buildings and property	Offices are locked and any computers logged off at end of opening hours.
	The site is kept in a clean and well-presented state.
Stakeholder Engagement	
Promote the Safe Haven Programs to Stakeholders	Identify and engage the relevant stakeholders across the footprint.
	Provide stakeholders with education on the Safe Havens through meetings, in-services, and education sessions.
	Maintain and build strong relationships with stakeholders, including creation of MOU's.

Responsibilities	Outcomes
Reporting and Data Entry	
Provide timely reports as required	Participant records are maintained in alignment with legislation. Data entry of occasions of service to the CRM (MIMASO) is completed.
Provide support and referral information	Care Plans are developed in collaboration with participants. Referral information, documents and care plans are supplied as appropriate.
General	
Be compliant with WHS requirements and take reasonable care to ensure your own safety and health and that of others. Abide by their duty of care provided for in the legislation. Ensure you do not place others at risk by any act or omission. Ensure you do not interfere with safety equipment.	There is demonstrated compliance with WHS requirements to ensure a safe and healthy workplace. This includes abiding by the non-smoking directive at Buttery locations and any pandemic directives. Any injury, hazard or illness are reported immediately, where practical, to your manager/coordinator.
Take an active role in building your resilience and preventing psychological injury. Take reasonable care for your health and safety and that of others who may be affected by your conduct.	The importance of wellbeing and self-care as a part of resilience is acknowledged. Strategies are implemented to maintain personal wellness and resilience. Clinical supervision or other supports are utilised, when needed.
Be compliant with codes, guidelines, policies, procedures, legislation and Standards and proactively engage with Buttery continuous quality improvement.	Codes, guidelines, policies, procedures, legislation, Standards and quality improvement processes are adhered to at all times. Changes and improvements are supported. All mandatory training programs and team meetings are attended.
Support an environment free from discrimination, harassment, bullying and model appropriate standards of professional behaviour in the workplace.	Interactions with colleagues, participants and stakeholders are undertaken in a courteous manner. Cultural and linguistic diversity is taken into consideration. There is positive feedback from others regarding your interactions.
Other duties relevant to the role as requested by the Senior Clinician.	

Selection criteria

Qualifications and checks

- Tertiary qualification at university level and sound work experience in a community services, welfare, or mental health field.
- Capacity to work outside of normal business hours (this role may require some after-hours and weekend work).
- Current and valid Driver's Licence with an ability to undertake regular travel around the Northern Rivers region
- A satisfactory Criminal Record Check and Working with Children Check
- Current COVID-19 vaccination and First Aid certificate

Professional skills and experience

- Demonstrated experience providing trauma-informed care in the delivery of mental health and/or suicide prevention service.
- Demonstrated experience providing case management for persons with complex support needs.
- Established networks and relationships with a with a range of referral services across the local community.
- Demonstrated proficiency using the Microsoft suite, a variety of databases and video conferencing tools such as zoom.
- Demonstrated commitment to cultural diversity, equal employment opportunity, legislative compliance and workplace health and safety

Interpersonal skills

- Strong communication skills and the ability to collaborate as part of team
- Ability to work autonomously and use time effectively
- A reasonable level of resilience to manage psychosocial demands, complex clinical issues and exposure to participants in crisis
- Self-reflective with the ability to review own work practices and maintain boundaries

Agreement

These conditions of employment, your duties and location may be varied by The Buttery during the term of your employment. The position description duties are to read in conjunction with the terms and conditions that form your contract of employment.

I accept and agree to the duties in this position description. I understand and agree to abide by the terms and conditions stipulated.

Signature _____

Name _____ Date _____