

Position Description

AOD Case Worker

Therapeutic Community (TC) & Maintenance to Abstinence (MTA) Program

Position summary

Reporting to the Program Coordinators, the Case Worker role involves guiding and supporting participants through the treatment program in the Therapeutic Community (TC) /Maintenance to Abstinence (MTA) and ensuring the overall residential therapeutic community functions properly. The role is based at the Binna Burra site.

Organisational relationships

Direct reports: Nil

Internal and external relationships

Internal relationships involves participant, team and staff engagement and collaboration. External relationships may include families and carers, Primary Health Network professionals, clinicians, GP's, agents for housing, Community Mental Health Service Providers and the broader community

Responsibilities	Results/Outcomes
Counselling and group work	
Support new participants and provide guidance on the program.	Admission procedures for new participants are supported.
Guide participants through the Community as Method treatment program	Individual counselling, group counselling and crisis intervention.
Facilitate regular process recreational and psycho-educational counselling groups.	Groups and community meetings are facilitated using the general 'Community as Method' treatment philosophy.
Provide a highly professional, ethical and respectful standard of service to participants	Feedback from participants indicated that the relationship is respectful and professional.
Monitor the progress of participants in the program with regard to carrying out personal and community responsibilities in the living skills aspect of the program.	Participants are supported to carry out their responsos and participate fully in the community
Organise, implement and participate in outings	Community outings and camping trips are organised and resourced adequately.
	There is participation in outings and support is offered to participants to ensure safety and wellbeing.

Participate in family sessions according to any family inclusive policies and procedures.	Requests for information are addressed and support over the phone is provided to contacts as approved by participants.
Ensure that cardinal rules are adhered to so the community is safe	Action is taken when cardinal rules are breached.
Practical support	
Support correct medication administration	Medication distribution is supervised and recorded. Any changes to reduce medication is monitored and recorded.
Manage urine collection procedures.	Urine collection procedures are managed, as required.
Transport participants to appointments, meetings or scheduled activities	Participants are transported to appointments in a safe and timely manner.
Provide referral and support if a participant leaves before the end of the program	Referrals are made to other services such as counselling, accommodation services, etc., to ensure participants who cannot finish the program are given support.
Administration and reporting	
Maintain participant files and undertake other administrative tasks as required.	Accurate case notes/participant files/paperwork/data input/reports are maintained and updated.
Organise program schedules in consultation with the Program Coordinator.	Program schedules are organised and followed and any issues are discussed with the Program Coordinator.
Collect data to support future programs	Sufficient data is available to ensure there is evidence of the program's effectiveness
	There is participation in research projects as required.
Provide support, secondary consultations and referral information to other service providers	Referral information, court documents, discharge summaries are supplied as appropriate.
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 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.
Representation and Networking	
Develop and maintain a working knowledge of AOD and other relevant agencies/services	Constructive relationships with key stakeholders are developed and maintained
	There is active liaison with relevant agencies and other service providers, regarding participant progress and participation
Represent the organisation positively in public forums	There is attendance at conferences, peak body meetings and symposiums.

	Presentations about the program are made as required.
Attend interagency networking groups as directed.	There is attendance at NC Primary Health Network Practitioner events
AOD lived experience guidelines	
Maintain professional boundaries when sharing any lived experience.	There is appropriate disclosure of lived experience
	The information provided benefits the participant and inspires positive change and optimism
	The information assist participants to reflect on their own progress and provides practical ways to cope with difficulties.
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 the work sites and compliance with any pandemic directives and protocols.
	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.
	There is mandatory reporting of any suspected incidents of child abuse.
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 Manager/Coordinator	

Selection criteria

Qualifications and checks

- Diploma qualifications or above in counselling, AOD, social work, psychology, or community services
- Current and valid manual Driver's Licence
- A satisfactory Criminal Record Check and Working with Children Check
- Current COVID vaccination and First Aid certificate

Professional skills and experience

- Experience working in an abstinence based Therapeutic Community with "Community as Method" framework
- Demonstrated individual counselling skills including the ability to uphold healthy boundaries
- Extensive experience delivering psycho-educational groups and intensive group processes.
- Experience with managing a caseload and achieving participant goals through support, service coordination, referral and advocacy.
- Ability to prioritise, plan and organise both complex clinical and administrative duties.
- Established networks and relationships with a range of services.
- Demonstrated commitment to cultural diversity, equal employment opportunity, legislative compliance and workplace health and safety
- Demonstrated proficiency using the Microsoft suite, a variety of databases and video conferencing applications.

Interpersonal skills

- Sound interpersonal skills including a high standard of written and oral communication.
- Well-developed self-management skills to cope with difficult cases and manage stress.
- Self-reflective and the ability to review own work practices and maintain boundaries
- Ability to work cohesively as part of a team and practice self-reflection.
- A reasonable level of health and resilience to fulfil the demands of the role.
- Lived experience of AOD recovery and background working with trauma and family systems is preferable.

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 _____