

Position Description

AOD Case Manager:

Community Rehabilitation Program (CORE) – Young People

Position summary

Reporting to the Team Leader, the AOD Case Manager utilises a psychosocial capacity building framework to support young people with care coordination support, practical information and tools. They work with other team members to facilitate groups providing psychoeducation, emotion regulation, interpersonal and communication skills, harm reduction, living skills and activity-based therapeutic programs. In addition to AOD recovery, holistic case management support is provided to encourage participants to access services dependent on needs and treatment planning.

The role is mobile and operates from both an office space and in the community.

The Community Rehabilitation (CORE) program provides a flexible and adaptive treatment approach for young people (YP) aged 12 to 24 dealing with a range of alcohol or drug use, from experimental to problematic. We offer programs across the Port Macquarie Region in various settings including schools, TAFEs, and our own venue, with durations and intensities tailored to each group's needs. Programs range from short-term intensives to a more structured intervention over 7-weeks.

Organisational relationships

Direct reports: Nil

Internal and external relationships

Internal relationships involves team and staff engagement and collaboration

External relationships may include families of choice and carers, HNC, NDIA, Primary Health Network professionals, clinicians, GP's, agents for housing, Aboriginal and Torres Strait Islander support organisations, Community Mental Health Service Providers and the broader community

Responsibilities	Outcomes
Assessment	
Support the management of the wait list for potential participants	There is consultation with the Clinical Lead, potential participants and stakeholders.
	Intake records are maintained with details of referrer, presenting problem and outcome.
Ensure comprehensive assessment takes place prior to placement in the program.	Meetings are organised with potential participants and risk assessment processes are undertaken.
	Appropriate specialist psychosocial/ psychometric assessments are utilised depending on needs.
	Referrals are made to other support services that may better meet participant needs.
Group Facilitation	
Actively participate in the delivery of mid-level intensive day group rehabilitation.	Group facilitation is provided to participants to cover areas such as psychoeducation, emotion regulation, interpersonal and communication skills, harm reduction, living skills and activity-based therapeutic programs.
	A range of group-work modules are utilised in areas such as coping strategies, healthy relationships, nutrition, boundaries, self-care, and wellbeing.
	A calm, safe, friendly, and welcoming space to participants, families and carers is created.
AOD Case Management and Care Coordination	
Holistic case management is provided to participants for optimal outcomes both in a group and individual basis.	Effective case management is carried out taking into consideration different developmental, cognitive, behavioural, emotional, social, physical, and spiritual needs.
	Participants are offered support and referrals for housing, education, health and employment goals and needs are assisted via advocacy with service providers.
	There is positive feedback from completing participants and their families about the program delivery.
Involvement of families and stakeholders in treatment planning and support	The participant's family and other important stakeholders are involved in treatment, as agreed with the participant.
Refer families and stakeholders to other services.	Families and stakeholders are referred to other outreach services as appropriate.
Provide techniques and tools to support ongoing recovery and harm reduction	Employ supportive techniques and interventions with participants as required (e.g., de-escalation and grounding exercises, mindfulness to manage distress and maintain mental wellbeing).
	There is an increase in insight and awareness regarding substance use and motivation toward behavioural change

Responsibilities	Outcomes
Promote capacity building, autonomy and resilience.	Participants are supported to engage with other services and supports to assist with their psychosocial needs.
Aftercare	
Manage the transition of participants after the program.	Transitional support is offered for relapse prevention.
	Transfer of care is ensured when closing care of a participant to other stakeholders for follow up.
Provide up to 4 months of aftercare	Contact is maintained with participants after the program for psychosocial support and review of coping techniques.
Provide brief interventions on request.	Brief intervention sessions of about 60 minutes are provided to participants if requested.
Occasions of Service (OOS)	
Provide Occasions of Service (OOS) relevant to hours worked.	There is evidence that participants are provided with a reasonable number of Occasions of Service (OOS). A full-time case load is generally 8-10 participants. This can comprise of any direct engagement with a participant or any activity that is done in regard to the participant and is usually about 30-60 minutes in length. This can be conducted in person, via phone or video conferencing. An average 8-hour day should allow for a minimum of 5 occasions of service. Depending on engagement levels, a full-time case load is generally 8-10 participants.
Representation and Networking	
Develop and maintain a working knowledge of relevant agencies/services.	Connections with Mental Health (MH) and AOD (Alcohol and other Drug) and primary health services and other stakeholders, including carers and other service providers are built and maintained.
Actively consult with relevant agencies and other service providers, regarding participant progress and participation.	Relevant agencies are provided with appropriate information to support the participant and grant them access to services they need.
Attend interagency and Buttery networking groups as directed.	Interagency and Buttery meetings are attended as appropriate.
Administration and reporting	
Maintain participant files and undertake other administrative tasks as required.	Accurate and timely entry of case notes. Participant files/paperwork/data input/reports are maintained and updated.
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.

Responsibilities	Outcomes
Ensure there is compliance with all requirements.	Legislative, contractual and audit inspection framework requirements are met.
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.
	Assigned tasks are conducted in a timely manner.
Practical Support	
Ensure welfare and safety of participants	Ensure that anyone attending the program sign the appropriate Sign in Sheet
	The participants' welfare and safety is ensured through following guidelines, policies, and procedures.
	The confidentiality of participants, including their presence in the program, remains confidential to outside enquiries.
Safeguard buildings and property	Offices are locked and secured when staff and participants leave.
	The program sites are kept in a clean and well-presented state.
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 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.
Manage potential for vicarious trauma and maintain professional boundaries.	There is engagement with regular Clinical Supervision or EAP and the line manager is notified if additional supports are required.
Be compliant with codes, guidelines, policies, procedures, confidentiality requirements, legislation and	Codes, guidelines, policies, procedures, confidentiality requirements, legislation, Standards and quality improvement processes are adhered to

Standards and proactively engage with Buttery continuous quality improvement.	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 and gender diversity is supported and there is evidence of efforts to encourage inclusion.
	There is positive feedback from others regarding your interactions.
Other duties relevant to the role as requested by the Clinical Lead/Team Leader.	

Selection criteria

Qualifications and checks

- Tertiary qualifications at diploma level or higher in Counselling, Nursing, Social Work or Psychology.
- Current and valid Driver's Licence with an ability to undertake travel around the Northern Rivers region
- A satisfactory Criminal Record Check and Working with Children Check

Professional skills and experience

- Demonstrated experience of over 12 months in delivery of mental health and AOD support and relapse prevention services with young people using a trauma informed approach.
- Demonstrated experience facilitating groups of young people face to face and online.
- Understanding of the different developmental needs of young people across the stages of adolescence.
- Experience in advocacy and complex case management for young people and delivery of mental health and suicide prevention services with a psychosocial capacity building framework.
- Established networks and relationships 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 Teams.
- 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 crisis situations
- Self-reflective with the ability to review own work practices and maintain professional 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 _____