



# Case Worker

# APPLICATION PACK

Position Title	<b>Case Worker</b>
Program/Division	<b>Community and Family Support Services</b>
Pay Level	Social, Community Housing & Disability Services Award Level 4.4
Position Type	76 hours per fortnight
Location	Rockhampton
Contact	Katie Farmer, Support Services Co-ordinator
Phone	07 3620 8801
Email Application	<a href="mailto:katief@drugarm.com.au">katief@drugarm.com.au</a>
Closing Date	3 April 2020

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All Applications must include the following to be considered for the advertised position:

- Cover Letter
  - Resume
  - Written responses to Selection Criteria
  - Working with Children Check
  - National Police Check
  - Proof of Professional Body registration
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## About the Organisation

Drug ARM (Awareness Rehabilitation, Management) is a not-for-profit organisation founded upon Christian principles. Drug ARM is committed to reducing harms associated with alcohol and other drug use and provides a range of specialised services for individuals, families and communities throughout New South Wales, Queensland, and South Australia.

## Accountability

**To:** The Support Services Co-ordinator

**By:** Providing verbal and written reports on a monthly basis, or as otherwise required;

**For:** The effective and efficient delivery of roles and responsibilities in line with the policies, procedures and practice frameworks, defined outcomes and the position description.

## Position Overview

The Community and Family Support Service (CAFSS program) provides a structured brief intervention package for individuals and their significant others in addressing alcohol and/or other drug use and associated issues. Volunteers and students support the caseworker to deliver the CAFSS program and are supervised by the Case Worker. The service is highly accessible as a result of multi-modal service delivery (face: face, online or telephone), and multi-platform service provision (office, home or community-based appointments).

The CAFSS program provides assessment, case management, case formulation, counselling, psycho-education, social skills training, relapse prevention and referral strategies to presenting clients with low to medium complex needs. These are delivered in accordance with Harm Minimisation and the Bio-psychosocial model and Recovery orientation as outlined in the Model of Service, using CAFSS approved interventions as outlined in the Interventions Manual & Toolkit.

## Position Responsibilities

The Case Worker will be responsible for delivering a brief intervention structured around our alcohol and other drug program for individuals and/or families seeking support to address substance misuse and associated issues.

The Case Worker will:

- Operate within the framework and principles of harm minimisation as articulated in *National Drug Strategy 2016-21*
- Recognise the spectrum of substance use and stages of change
- Work with clients across all stages of substance use
- Respond to the full range of psychoactive substances available (including alcohol, tobacco, licit and illicit drug use, pharmaceutical drug misuse, emerging synthetics, poly drug use)
- Respond to the method of use and associated risk factors, in recognition of the fact that drug use trends change rapidly
- Demonstrate accessibility through prioritising assertive outreach strategies
- Be flexible, responsive, holistic and responsive to diversity
- Be client centred

The Caseworker works within a team and has accountability and responsibility for delivering a professional service that aims to meet benchmarks set for the program. The position reports to the Service Operations Manager.

## Role & Responsibilities

- Working within a harm minimisation framework to provide a brief interventions program, using a biopsychosocial approach that includes stepped care.
- Develop and implement effective group intervention options, including SMART recovery.
- Build relationships with local general practitioners and medical officers under a shared care model of practice.
- Liaison and care coordinate with local and regional Social and Emotional Well Being (SEWB) teams and regional drug and alcohol services and programs; and
- Improve integration between service levels through formalised pathways with tertiary services and other primary mental health care providers.
- Ensuring all clients receive the appropriate level of intervention based on risk and identified need.
- Have thorough knowledge and clear understanding of program eligibility for all Drug ARM programs
- Deliver quality services in line with funding &/or organisational requirements for the position
- Complete initial contact and screening processes to determine eligibility
- Have thorough knowledge and clear understanding of program eligibility for all Drug ARM programs and relevant external services
- Understand and apply assertive referral practice
- Provide clinical, supervisory and administrative support to volunteers and/or students.
- Contribute to the design and development of procedures and associated work functions
- Apply professional, ethical and legal requirements in service provision.
- Demonstrate ongoing contribution to the quality improvement initiatives of the organisation
- Apply contemporary HR practice and at all times contribute to Work Place Health and Safety and Risk Management processes
- Support the marketing, promotion and fundraising activities of the organisation
- Be willing to perform other duties as reasonably required

## Prerequisites for the Position

### Qualification and Experience:

- Relevant four-year degree with one year's relevant experience;
- Three-year degree with two years of relevant experience;
- Associate diploma with relevant experience;
- Social, Community, Home Care and Disability Services Industry Award 2010
- Lesser formal qualifications with substantial years of relevant experience; or
- Attained through previous appointments, service and/or study, an equivalent level of expertise and experience to undertake a range of activities
- Staff will be required to hold a **current Blue Card**.

### Skills, knowledge, experience, qualifications and or/training

- Knowledge of statutory requirements relevant to work;
- Knowledge of organisational programs, policies and activities
- Sound discipline knowledge gained through experience, training or education;

- Knowledge of the role of the organisation and its structure and service;
- Able to build effective relationships and partnerships
- Strong communication skills
- Strong community links

**Attitude:**

- Adhere to and practice the organisation's mission, vision and core values
- Be proactive, positive, enthusiastic, energetic, responsible and friendly
- Provide positive constructive feedback for fellow staff, supervisors, volunteers and students
- Be committed to providing quality programs and excellent services and support that represent leadership and innovation

**Other:**

- Other duties as required from time to time to enhance services

## Selection Criteria

Please respond to each criteria question to the best of your ability.

It is not expected that all applicants will have the required experience, skills and/or knowledge in all of the identified areas. The most suitable candidate may be the one who is honest about his/her limitations and openness to new learning and skills.

- SC1** Relevant qualifications and/or experience based on the pre-requisites for this position.
- SC2** Demonstrated experience working with students and volunteers to support their learning and development to deliver AOD assessments, treatment planning and brief interventions.
- SC3** Demonstrated understanding of alcohol and other drug issues and psychosocial issues affecting person aged over 16 years and family member affected by alcohol and Drug use.
- SC4** Demonstrated understanding of culturally sensitive practice
- SC5** Good interpersonal skills including communication skills, and demonstrated ability to establish effective working relationships.
- SC6** Ability to work collaboratively with key stakeholders, partners and other service organisations
- SC7** A good knowledge of, and skills in using the internet, Microsoft Outlook, report writing and client management databases.

**Other Requirements**

- Willingness to work within the Christian principles of the organisation
- Police and/or Security clearances
- A valid Australian Driver's Licence
- Travel to the National Office or other locations for development and training;