

POSITION DESCRIPTION

POSITION TITLE	Case Manager
PRIMARY LOCATION	Solaris Program
AGREEMENT/AWARD	Karralika Programs Single Enterprise Agreement 2010-2013
CLASSIFICATION	Case Manager
CONTRACTED HOURS	76 hrs / fortnight
RESPONSIBLE TO	Justice Services Manager

Organisational context

Karralika Programs Inc. has been operating quality alcohol and other drug treatment programs since the establishment of the Karralika Therapeutic Community Program in 1978.

Our organisation has a justifiable reputation for the delivery of high quality, client-centred and responsive alcohol and other drug treatment support services through a mix of residential programs, educational programs and community based services.

Our vision is to empower change and create new futures for optimal quality of life.

Our mission is to provide specialist end-to-end drug and alcohol services to support the needs of individuals, families and communities.

Our approach to recovery is multidimensional, supporting our clients to learn about themselves behaviourally, cognitively and emotionally to achieve and sustain positive living. Recovery is an active process of discovery where clients develop a sense of: hope, meaning and purpose for life, community and belonging; and positive identity and pride.

We see the potential in every individual – employees, clients and stakeholders and seek to consult and engage individuals in all aspects of our operations.

We actively empower and enable individuals to advise, co-design and refine services, programs and operations so their fullest potential might be realised.



Role description

This position works within a multi-disciplinary team with staff from both Karralika Programs and Corrections, providing one on one case management and facilitation of the group program (Solaris) with detainees recovering from problematic alcohol and other drug use within a correctional setting.

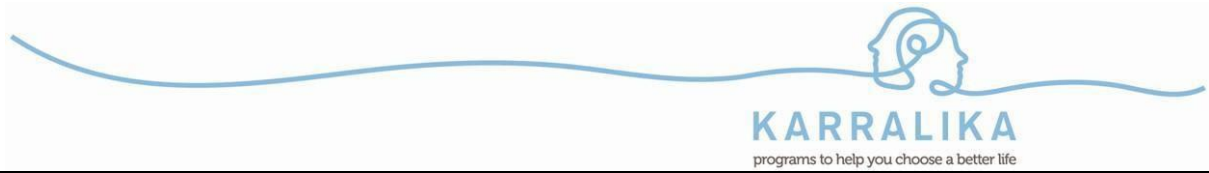
Solaris is a dedicated 28-bed wing within the Alexander Maconochie Centre (AMC) where male detainees voluntarily participate in the modified 16 – 20 week Therapeutic Community rehabilitation program.

This role also provides support for clients who complete the Solaris program and enter the Transition Program as part of their release from AMC. The Transition Program is provided in the community and through a range of targeted activities, supports clients to put program learnings into practice to continue their individual recovery from alcohol and other drug use.

A requirement of this role is a security clearance suitable for AMC and security training is provided.

Functional responsibilities	
Strategic Leadership and Management	<ul style="list-style-type: none"> • Understand and promote the vision and mission of Karralika Programs Inc. and represent the organisation effectively through various forums and activities; • Contribute to the strategic directions and broader organisational policies and objectives of Karralika Programs Inc via consultative forums, sharing information and ideas to enhance the strategic direction of the organisation and to foster evidence-based clinical best practice; and • Support the continued sustainability of the organisation through encouraging evidence-based innovation, quality service delivery, operational effectiveness and accountability.
Service Delivery and Program Management	<ul style="list-style-type: none"> • Provide clients with support, practical advice, education and information; • Facilitate group therapeutic and educational sessions; • Provide one on one case management support to individual clients; • Participate in the intake process as required; • Investigate and manage routine cases; • Undertake assessments and liaise with other internal or external professionals to complete assessments or make referrals; • Identify requirements with clients and develop treatment/recovery plans. Perform preliminary research for input into reports; • Understand, respond to and resolve enquiries; • Advise clients in relation to their rights and obligations; • Complete necessary data collection, case notes and reporting; • Assist with data gathering activities to obtain feedback; • Record and pass on feedback to relevant channels; • Draft correspondence using agreed formats and structured guidelines; • Supervise clients from an operational perspective; and • Liaise and communicate productively with a wide variety of people from all levels of services delivery across the allied health sector;
Technical/Clinical Practice & Governance	<ul style="list-style-type: none"> • Liaise and communicate effectively with a wide range of internal and external professionals and staff to complete assessments or make referrals; • Provide professional services including case management and case reviews; • Prepare case notes, reports and treatment/recovery plans for clients as

	<p>required;</p> <ul style="list-style-type: none"> • Provide high standard record keeping, report writing, filing, word and data processing that meet privacy, confidentiality and security standards, • Assist with client file audits and transfer of files and reports as required; • Carry out general office and program duties as required; • Assist in the maintenance of client records to meet privacy, confidentiality and security standards, client file audits and transfer of files; • Maintain statistical records within the organisation; • Contribute to the implementation of systems improvement initiatives; • Undertake activities to develop knowledge and expertise in relation to professional and clinical skills; and • Maintain professional knowledge and continue to develop knowledge and expertise in relation to professional skills and professional regulatory requirements. 		
Human Resource Management	<ul style="list-style-type: none"> • Follow/comply with policy and procedures; • Participate in professional supervision including peer and supervisor review of professional practice where required; • Undertake activities to develop knowledge and expertise in relation to professional skills; • Assist in and support staffing processes; • Complete HR forms/reports; • Work in other program areas of Karralika Programs, as required; • Participate in staff meetings, house meetings, handover, staff training; and • Contribute to the delivery of training programs including staff orientation. 		
Corporate Governance and Compliance	<ul style="list-style-type: none"> • Promote contemporary best practice approaches including national and international trends in the Therapeutic Community theory model and method; • Comply with and monitor adherence with Karralika Programs Inc. Work Health and Safety policy; • Participate in clinical supervision, practice support, case conferences and clinical review meetings; • Under direction, coordinate information for quality audits; and • Participate in activities supporting continuous quality improvement. 		
Qualifications, certifications and/or security clearance	<table border="0"> <tr> <td style="vertical-align: top;"> <p><u>Essential</u></p> <ul style="list-style-type: none"> • Working With Vulnerable People Clearance • Certificate IV Alcohol and Other Drugs (or working towards) • Driver's Licence </td> <td style="vertical-align: top;"> <p><u>Desirable</u></p> <ul style="list-style-type: none"> • Diploma Community Services (Alcohol and Other Drugs, Mental Health) • Experience working in custodial setting or with forensic cohort </td> </tr> </table>	<p><u>Essential</u></p> <ul style="list-style-type: none"> • Working With Vulnerable People Clearance • Certificate IV Alcohol and Other Drugs (or working towards) • Driver's Licence 	<p><u>Desirable</u></p> <ul style="list-style-type: none"> • Diploma Community Services (Alcohol and Other Drugs, Mental Health) • Experience working in custodial setting or with forensic cohort
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Core technical skills and knowledge required for role	<table border="0"> <tr> <td style="vertical-align: top;"> <p><u>Skills</u></p> <ul style="list-style-type: none"> • Case Management • Case notes and treatment plans • Record keeping • Case work • Presentation & Facilitation • Empathy and professional boundaries • Consumer engagement </td> <td style="vertical-align: top;"> <p><u>Knowledge</u></p> <ul style="list-style-type: none"> • Best practice alcohol and drug treatment for adults, families and children including CBT, MI, Trauma Informed Care • Knowledge of Therapeutic Community Principles and Practices • Knowledge of Mental Health & Criminal Justice • Knowledge of Karralika Programs Clinical Policies and Procedures </td> </tr> </table>	<p><u>Skills</u></p> <ul style="list-style-type: none"> • Case Management • Case notes and treatment plans • Record keeping • Case work • Presentation & Facilitation • Empathy and professional boundaries • Consumer engagement 	<p><u>Knowledge</u></p> <ul style="list-style-type: none"> • Best practice alcohol and drug treatment for adults, families and children including CBT, MI, Trauma Informed Care • Knowledge of Therapeutic Community Principles and Practices • Knowledge of Mental Health & Criminal Justice • Knowledge of Karralika Programs Clinical Policies and Procedures
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Core non-technical skills and knowledge required for role	<table border="0"> <tr> <td style="vertical-align: top;"> <p><u>Skills</u></p> <ul style="list-style-type: none"> • Teamwork • Working independently </td> <td style="vertical-align: top;"> <p><u>Knowledge</u></p> <ul style="list-style-type: none"> • Karralika Programs Governance Framework, policies and procedures </td> </tr> </table>	<p><u>Skills</u></p> <ul style="list-style-type: none"> • Teamwork • Working independently 	<p><u>Knowledge</u></p> <ul style="list-style-type: none"> • Karralika Programs Governance Framework, policies and procedures
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	<ul style="list-style-type: none"> • Conflict Resolution • Assertiveness • Written and Oral Communication • Problem Solving • Critical Thinking • Computer and Database 	<p>including but not limited to Work Health and Safety, Privacy and Confidentiality</p>
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Individual Work Plan

Each staff member will have in place, in addition to the above responsibilities, a 12 month Individual Work Plan including job specific requirements, key objectives, performance indicators, targets and outcomes. The Work Plan will include a statement of team values and expected behaviours, and will document individual training, learning and development priorities. Annual performance appraisals will be undertaken in June/July each year and a new plan put in place.