



Our Vision

A compassionate society that takes an informed, health-first approach to alcohol and other drugs

Our Mission

To empower individuals, families and communities to maximise health and wellbeing, by working in partnership and without judgement

Our Values

Integrity
Compassion
Acceptance
Respect
Excellence

Position Description

Position Title:	Case Manager
Program:	Sapphire Health & Wellbeing Service
Classification	Community Service Employee – Level 4 (Equivalent SCHADS Level 4)
Position Repots To:	Sapphire Health and Wellbeing Program Manager
Position Outline:	Within the multi-disciplinary Sapphire Health and Wellbeing Program, provide integrated and coordinated community-based treatment including case management and support to clients and family members impacted by alcohol and other drug issues.

Key Accountabilities

- ❖ Provide integrated and coordinated care alongside consortium partners to meet clients' holistic needs
- ❖ Provide assessment, case management, counselling, and support services to assist clients and their family/friends to improve outcomes and reduce harms associated with drug and alcohol use
- ❖ Provide culturally responsive services to clients, families and communities impacted by substance use
- ❖ Develop collaborative working relationships with consortium partners, Local Health District Mental Health and Drug and Alcohol Service, other health and community services, key stakeholders, and other Directions programs
- ❖ Participate in ongoing quality improvement and safety framework

Duties and Responsibilities

- Work with clients, utilising a stepped model of care, to provide holistic assessment, counselling, intensive case management, referral, harm minimisation education, support and group facilitation for clients and family members impacted by drug and alcohol use
- In collaboration with the client, identify goals and develop individual treatment and support plans
- Working with consortium partners and key stakeholders, support the provision of withdrawal services, primary health care, mental health intervention and residential treatment, according to client needs and goals
- Provide culturally responsive services to clients, families and communities impacted by substance use
- Build effective working relationships with consortium members, including GPH, Katungul and participating GP practices, as well as local health, community, emergency, and justice related services
- Undertake routine outcomes measurement as per service protocols in collaboration with clients and ensure accurate and timely collection of all required data
- Ensure documentation is up to date and of an appropriate standard, including client case notes, reports, and other written communication, and ensure effective handover of information when required

- Maintain professional standards in relation to service provision, client files, support letters and reports
- Promote a culture of continuous quality improvement
- Participate in staff and consortium meetings, supervision and shared care meetings
- Engage in evaluation of own performance, including supervision, line management and the Annual Performance Review process
- Work in accordance with Directions' Policies and Procedures, program models of care and health and safety guidelines

Selection Criteria

1. Qualification and Experience

- Qualification or currently studying towards a qualification, in Counselling/Social Work/Psychology/Nursing/other relevant field and/or Certificate IV in Alcohol and Other Drug Work or equivalent, or willingness to obtain
- Experience working in the Alcohol and Other Drug sector

2. Skills, Knowledge and Capabilities

- Well-developed understanding of the impact of alcohol and other drug use and the associated issues this client group may experience, including physical and mental health and other co-morbidities
- Good working knowledge of evidence-based treatment, harm minimisation, case management and support strategies
- Demonstrated capacity to work with clients using a person-centred approach
- Excellent communication and interpersonal skills
- Ability to use Client Information Management system and associated software
- Demonstrated ability to develop collaborative working relationships with other programs, partners, and external agencies
- Ability to work competently in a cross-cultural environment
- Thorough understanding of the importance of personal and professional boundaries, ethical behaviour, policies, and procedures

3. Behaviours

- A commitment to the mission and values of the organisation
- A commitment to the principles of harm minimisation
- Ability and a commitment to effectively engage with staff, and with clients from a marginalised background, in a non-judgemental courteous and respectful manner
- Willingness to travel regularly within the NSW region and to the ACT

4. Other Requirements

- A current Senior First Aid Certificate or willingness to obtain
- Willingness to undertake the 4 core competency units in the Certificate IV in Alcohol and Other Drug Work if required
- Employment is subject to a satisfactory AFP National Police Check and NSW Working With Vulnerable People Check
- Australian Citizenship or suitable rights to work in Australia
- Current Driver's Licence

Directions is a Non-Government Not for Profit Organisation funded by the Commonwealth and ACT Governments, and all positions and employment agreements are subject to the availability of funding.

I acknowledge that I have read and understand the duties and responsibilities required of me in this position and that my supervisor will provide any further clarification required.

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Employee Signature

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Date