



POSITION DESCRIPTION

Position Title	Care and Recovery Coordinator
Directorate:	Withdrawal and Community Services
Program	Community Services
Award/Agreement	Windana Drug and Alcohol Recovery Inc. Enterprise Agreement 2016
Classification	Level 5
Reports to	Program Coordinator Community Services
Direct reports	NIL
Employment Type	0.8 EFT, Fixed Term (15 months)
Date of Review	22/07/2021

The Organisation

Since 1984, Windana has helped thousands of people recover from the harmful effects of drugs and alcohol and make meaningful change to lead healthy and fulfilling lives.

Windana provides holistic, evidence-based services tailored to each person's unique situation, wherever they may be on their recovery journey. These include residential withdrawal services, residential rehabilitation, and a suite of community-based services.

We work in and across sectors to improve and refine treatment services and increase community understanding to eliminate the stigma around drug and alcohol dependence, treatment, and recovery.

Our Mission

Helping people to rebuild their lives.

Our Principles

- We believe that people can rebuild their lives.
- We reduce the harms associated with alcohol and drug use in our communities.
- We value individuality, and help people use their strengths and aspirations to guide their journey with Windana.
- We embrace diversity in all its forms.
- We acknowledge that the land on which we live, and work is, was and always will be Aboriginal Land, and pay our respects to the traditional elders, past, present and emerging.
- Our relationships are authentic, honest, and respectful.

We are a learning and knowledge-sharing organisation.

Program Information
The Community Services Program delivers a range of Alcohol and Drug (AOD) treatment services including: Intake and assessment, Counselling, Care and Recovery Coordination (CRC), Family Services, a Therapeutic Day Program, Complementary Therapies and Art Therapy.
Position Objective
The Care and Recovery Coordinator aims to assist people facing complex biopsychosocial issues in their lives and will work with those individuals to establish a comprehensive treatment and coordination applying the Social Model of Health framework. The role will promote the development of skills to prevent relapse, support the acquisition of knowledge, skills, and motivation to initiate change and improve quality of life.
Position Responsibilities
<p>Service Delivery</p> <ul style="list-style-type: none"> • Facilitate necessary referrals and linkages with relevant support services as required • Provide a range of therapeutic interventions, including AOD Assessments that are person centred, offering a range of interventions through individual counselling, brief intervention, and case coordination. • Provide bridging support to clients on the waitlist for residential detox and counselling. • Provide clinical treatment services to clients that have a harm reduction and recovery focus that are evidence-based interventions, referring to appropriate specialist services as required and assisting clients to exit from the service on achievement of treatment goals. • Coordinate staged treatment plans, developed in conjunction with the client, based on identified needs and include appropriate rationale, coordinated approach, and appropriate level of detail to meet contractual and professional requirements. • Reconnecting clients who have disengaged as a result COVID-19. • Review treatment plans regularly with client, to monitor effectiveness of client outcomes and report outcomes to Program Coordinator in team meetings, case reviews and supervision. • Work collaboratively to develop shared care plans with the aim to provide seamless service provision with other relevant health and welfare services. • Ensure timely and accurate data entry to reflect progress on Treatment Plan. <p>Networking</p> <ul style="list-style-type: none"> • Develop and maintain community support networks. • Liaise with other relevant service providers, for referral, consultation, discharge planning, monitoring and review. • Develop programs and interventions to address the emerging needs of the client group. <p>Administration</p> <p>High standard of documentation which complies with accountability structures according to professional, legislative, service contractual obligations and organisational standards. This includes the following requirements:</p> <ul style="list-style-type: none"> • Data entry & ACSO reporting is accurate, up to date with all relevant information included, ensuring attention to significant treatment goals within reporting time frames. • Client files and electronic records are appropriate, accurate and up to date, with all relevant information included. • Maintain statistics and data as required by the funding body and organisation of each individual client.

- Where required attend weekly and monthly meetings and present a report on workload, issues related to the effectiveness of the service, training etc.

Note: Client files are regularly audited to ensure they satisfy the Lead Agency standards and policies.

Professional Development:

- As part of the annual Job Plan, in collaboration with your Manager, identify one's own professional needs and attend relevant training, as approved by manager.
- Participate in regular individual and group clinical supervision.
- Participate in regular Team meetings as scheduled.

Key Working Relationships

	Internal:	External:	
	All Windana AOD staff	Other AOD Services and related health care providers.	
	Program Manager and Coordinator	Allied Health professionals & GPs	
	All Windana staff	Cross sector organisations	

Selection Criteria

Mandatory Skills & Competencies

- At least 3 years' experience in the field working with clients with substance misuse problems, their families or carers
- Awareness of legislation affecting Windana services e.g. Equal Opportunity, Mental Health, Disability Services, Children and Young People's Act
- Capacity to provide case work and AOD interventions within the context of a harm reduction, family work and recovery philosophies.
- Knowledge of the forensic drug and alcohol treatment system.
- Capacity to work with people with co-occurring AOD and psychiatric presentations & people involved in the criminal justice system.
- Capacity to work with people from culturally and linguistically diverse backgrounds.
- Experience in using electronic records database, prepare case notes and clinical reports which meet required professional standards.
- Computer literacy with competence in the use of Microsoft Word for Windows; Excel, and Outlook.

Desirable

- Dual diagnosis knowledge, skills and experience is highly regarded. If the applicant's skills and experience are not evident, then a commitment to undertaking professional development as part of the employment contract will be required.

Qualifications

- Tertiary qualifications in social work, psychology, Counselling or nursing, Alcohol and Drugs or similar fields are mandatory
- Completion of Certificate IV (Four AOD Competencies for applicants with health-related degrees) or Diploma in AOD and Mental Health or a commitment to complete studies whilst in employment – as negotiated with the Program Manager.
- Current First Aid Level II Certificate.

Additional Requirements
<p>All employees are required to:</p> <ul style="list-style-type: none"> • Obtain a valid Working with Children Check for this position; a police check will be administered for preferred candidates. • Report to management any criminal charges or convictions you receive during the course of your employment • Comply with relevant Windana clinical and administrative policies and guidelines. • Comply with and accept responsibility for ensuring the implementation of health and safety policies and procedures • Fully co-operate with Windana in any action it considers necessary to maintain a working environment, which is safe, and without risk to health • Protect confidential information from unauthorised disclosure and not use, disclose or copy confidential information except for the purpose of and to the extent necessary to perform your employment duties at Windana • Safeguard children and young people in our care, by ensuring that your interactions are positive and safe, and report any suspicions or concerns of abuse by any person internal or external to Windana management. Windana is committed to child safety and is a Child Safe organisation • Be aware of and comply with the Windana Code of Ethics and Practice • Have a current Victorian Driver's license • Have valid working rights to work in Australia
General Information
<ul style="list-style-type: none"> • Employment terms and conditions are provided in accordance with the Windana Drug and Alcohol Recovery Inc. Enterprise Agreement 2016 • All positions at Windana are subject to on-going government funding. • Remuneration Packaging is available in accordance with current legislation. • Windana is an equal opportunity employer and is committed to providing for its employees a work environment which is free of harassment and/or discrimination. The organisation promotes diversity and awareness in the workplace. • Under the Accident Compensation Act, it is the applicant's duty to advise Windana of any pre-existing condition, which could be aggravated by the type of employment they are applying for. Failure to do so seriously jeopardises any entitlement the employee might have for a work-related aggravation of that non-disclosed pre-existing condition. • This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required. Windana reserves the right to modify position descriptions as required. Employees will be consulted when this occurs • Redeployment to other services or sites within Windana may be required

I confirm I have read the Position Description, understand its content and agree to work in accordance with the requirements of the position.

Employee Name:

Employee Signature:

Date: