



The Glen Group

ABN 97 450 742 985

www.theglencentre.org.au

Position Description: Therapeutic Case Manager

ABOUT THE GLEN GROUP

The Glen Group is an Aboriginal Community-Controlled organisation that operates two drug and alcohol residential rehabilitation treatment centres under the ADARRN Model of Care:

- The Glen for Men (est. 1994), a 40-bed centre at Chittaway Point
- The Glen for Women (est. 2022), a 20-bed centre located at Wyong Creek, and a 9-bed transition house at Wyong

The Glen's program provides holistic, whole-of-journey support to clients with drug and alcohol issues, including:

- Navigator Program: Support while waiting for treatment
- Family, Carer's and Friends: Support for those with loved ones in treatment.
- Outreach: Support after treatment

Our program is about empowering people to take control of their lives, to live a good, fun life and to become active members of their families and the community.

POSITION CONTEXT & PURPOSE

Therapeutic workers across The Glen Group supervise clients in line with routine, provide individual case management & support work where necessary.

Who supports you and completes the appraisal process with you?

TGFW Operations Manager

CONDITIONS OF EMPLOYMENT

- Per employment contract and in the relevant Modern Award (SCHADS).
- **Location:** 253 Yarramalong Rd Wyong creek
- 38 hours per week
- This role is a full time, shift work position where you will workday, afternoon, overnight and weekend shifts.
- Understand and comply with The Glen Group policies and procedures.

REQUIRED SKILLS AND EXPERIENCE

- Qualifications in Counselling, Drug and Alcohol or Community Services or any other relevant qualifications
- Understanding of AOD treatment, trauma-informed care and Therapeutic Communities (TC).
- Experience in running group sessions, counselling sessions and Case Management
- As per Appendix 1: Essential attributes and skills to succeed at The Glen Group



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YOUR RESPONSIBILITIES

Case Management Responsibilities

- Complete client admissions as per process
- Plan, organise and schedule case management sessions with clients. Scheduled session occur at week 1, 4 and 8 and goals are reviewed weekly.
 - Understand and implement early exit planning
- Undertake holistic and culturally sensitive assessment of client needs (in line with ADARRN Model of Care). This includes working collaboratively with the client to develop interventions to motivate clients toward change
- Undertake routine client outcomes measures (COMS) and progress monitoring with client
- Complete case management plans using client management system (Mimaso)
- Assist with all court proceedings (Children's, Family, Criminal etc) and prepare progress reports when required
- Attend case management meetings routinely
- Provide aftercare support and following up with clients after they've completed the program
- Provide support and advocacy on behalf of the client
- Assist clients to complete administrative/application tasks. Including, but not limited to:
 - Client ID
 - Licences
 - Medicare cards
 - Banking/bankcards
 - Centrelink
 - DCJ/housing/WDO Applications
 - Resume writing and employment applications
- Ensure the case management team are referring clients to the most appropriate services or clinicians (such as grief counsellors, psychologists, financial counsellors, gambling counsellors etc.)
 - Support the CM team to manage appointments with specialists/clinicians
 - Ensure client issues are not going unaddressed
- Manage stakeholder relationships, particularly in the transition program
 - Education & Training
 - Employment
 - Financial Counselling
 - Housing
- Build effective relationships with external services including mental health, primary health and community service providers and ensure coordination of these service
- Develop and maintain networks and co-operative relationships with stakeholders who work with The Glen for Women residents for the benefit of The Glen for Women residents.
- Attend external agency meetings and strategically bring knowledge/relationships back to The Glen to support clients and participate in quality improvement activities as required.
- Support student placements, provide guidance and learning opportunities
- Conduct orientation of new clients and induction process for new clients



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Client Responsibilities:

- Communicate with DCJ and external agencies to coordinate the provision of child access
- Collect random and scheduled breath tests and urine analysis from clients
- Make informed client decisions, based on facts
- Represent The Glen at community, interagency and networking meetings and strategically bring knowledge/relationships back to The Glen to support clients as required
- Support residents to maintain their place in the program at The Glen for Women by following house rules and participating in the Daily Routine.
- Actively participate and contribute to client case reviews and clinical case reviews
- **Crisis management:** Work collaboratively with management team in times of crisis

Supervisory responsibilities:

- Plan, organise and deliver activities (according to the daily routine)
- Ensure clients are always complying with house rules
- Support clients exiting the program under a disciplinary discharge

Drug Court Responsibilities

- Lead and maintain relationships with Drug Court stakeholders on behalf of TGFW including ensure drug court client requirements and obligations are met (supporting TGFW staff regarding Drug Court processes and expectations).

Work Health & Safety

- Actively lead and contribute to WHS processes through the WHS committee and risk management.

Students

- Support and mentor student placements ensuring you can provide the correct support during their placement period

Administration Responsibilities

- Ensure case notes based on observable behaviour and facts and written in a timely manner (24 hours)
- Maintain client case notes, records and reports on the client management system
- Complete shift reports in a timely manner daily at the end of your shift
- Actively contribute to staff meetings & team development activities, changeover and case management reviews
- Understand and complete program risk assessments, including one-pagers for new activities
- Contribute to and use Process Hub

KEY PERFORMANCE INDICATORS



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- All case notes and shift reports are written objectively and based on observable behaviours and completed by the end of each shift
- All shifts are well prepared for by reviewing shift reports, the routine, Teams and case management tasks
- All client COMS and goal reviews are completed within one week of being due in collaboration with the individual, creating SMART goals to be reviewed and recorded on between reviews
- Group programs are well planned and facilitated, utilising one pagers and waivers when required
- Client admissions and exits are completed following the current processes for admission and safe exit from program
- 100% of Drug Court reporting, stakeholder communication and participant requirements are completed within required timeframes.
- Actively lead and contribute to WHS, clinical risk and quality improvement processes by attending scheduled WHS/risk meetings and ensuring identified actions are completed or escalated within agreed due dates.
- Students are onboarded correctly, their documents and sign-off completed in line with their training schedule



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Appendix to The Glen Group JDs (Job Descriptions):

Essential Skills & Attributes to succeed at The Glen Group

8 ESSENTIAL ATTRIBUTES TO SUCCEED AT THE GLEN GROUP:

1. **Client-centred mindset:** Consistently places the wellbeing, dignity and goals of clients at the centre of communication, decisions & actions.
2. **Values-driven behaviour:** Consistently demonstrates behaviour aligned with The Glen Group values of respect, honesty, accountability, compassion, fairness and love.
3. **Emotional intelligence:** Understands and manages own emotions to respond appropriately to others, reflects on own behaviour and case manages oneself.
4. **Humility:** Remains open to learning, listens and is teachable.
5. **Resilience:** Ability to self-reflect, seek support, learn and move forward.
6. **Professional boundaries:** Maintains appropriate professional relationships and consistently acts in a safe and professional manner.
7. **Accountability:** Follows through on commitments and can be relied upon to meet responsibilities.
8. **Adaptability:** Ability to embrace change, learn new skills, accept feedback and continuously improve practice.

8 ESSENTIAL SKILLS TO SUCCEED AT THE GLEN GROUP:

1. **Cultural respect:** Respect for Aboriginal culture and all cultural backgrounds, while actively contributing to a culturally responsive environment.
2. **Technology skills:** Ability to effectively use computers, mobile devices, Microsoft Office & Mimaso (if applicable)
3. **Communication skills:** Ability to communicate effectively in written, verbal and interpersonal settings, including active listening.
4. **Relationship Building:** Ability to build relationships that add value to participant's journey.
5. **Problem-Solving & Decision-making:** Ability to identify issues, analyse options, offer practical solutions, and make timely and informed decisions.
6. **Time Management:** Ability to manage priorities, organise workloads and use time effectively.
7. **Risk Management:** Ability to identify potential risks, assess their impact and implement appropriate mitigation strategies.
8. **Documentation and Record Keeping:** Ability to accurately document information and maintain case notes, client records and meeting minutes.