

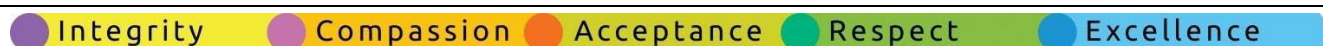
Our Vision

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



Position Description

Position Title:	Youth AOD Case Manager & Counsellor
Program:	headspace AOD Wagga Wagga
Classification	Client Services Employee (CSE) Level 4
Position Reports To:	Directions NSW Regional Manager
Position Outline:	This position provides youth-focused Alcohol and Other Drug counselling, case management, brief intervention, care coordination and referral support for young people aged 12–25 years through headspace Wagga Wagga. The role works collaboratively with young people, families, natural supports, headspace staff and local services to reduce alcohol and other drug-related harms, improve health and wellbeing, and support safe, coordinated and developmentally appropriate care.

Key Accountabilities

- ❖ Deliver hybrid (in person and telehealth) AOD services to young people.
- ❖ Provide one-to-one AOD counselling and case management support to young people and their families.
- ❖ Provide age-appropriate, evidence-based clinical and psychosocial assessment, screening and outcome measurement with young people.
- ❖ Provide accessible, safe and integrated support services through a harm reduction lens, offering guidance to young people and their family/friends to improve outcomes and reduce harms associated with drug and alcohol use.
- ❖ Maintain client confidentiality and appropriate boundaries at all times
- ❖ Participate in ongoing quality improvement and safety frameworks.
- ❖ Work within Directions' clinical governance, risk management and safeguarding frameworks, including timely escalation of clinical risk, mandatory reporting concerns, critical incidents, child safety matters and duty of care issues in accordance with organisational policy and legislative requirements.

Duties and Responsibilities

- Collect, record and use client outcome measures, screening tools and service activity data to support clinical decision-making, service evaluation, funding requirements and continuous improvement.
- Actively engage with young people and their family/natural supports to provide accessible information regarding Directions' programs and services offered by other drug and welfare organisations
- Provide culturally responsive services to young people and their family/friends to improve outcomes and reduce harms associated with drug and alcohol use
- Provide case management and counselling support to the youth cohort aged 12–25 years.
- Assess clients with a range of coexisting medical, mental and social conditions for admission to withdrawal management, case management and counselling services.
- Provide withdrawal management advice/information, case management and counselling within reasonable access to public transport and/or through telehealth and outreach.

- Facilitate regular contact and support for clients who are on a wait list.
- Provide case management and care coordination episodes of care of up to twelve (12) months for each service episode, unless a longer period is required to address clients' health and social goals and reduce risk of serious harm.
- Maintain at least weekly direct contact with clients receiving case management and care coordination services, depending on client need, preference and availability, until the client is stabilised and able to transition through a planned step-down and exit process.
- Conduct outreach in areas where young people frequent
- Participate in community engagement activities, including community events and other local initiatives that promote service awareness, early intervention and accessible support for young people.
- Ensure documentation is up to date and of an appropriate standard including case notes, reports and other written communication
- Undertake training and ongoing development as required by the organisation
- Liaise with local stakeholders to assist to develop resources, supports and programs which will benefit clients
- Contributes to a culture of continuous quality improvement.
- Work in accordance with Directions' Policies and Procedures and health and safety guidelines. This includes actively upholding Directions' commitment to child safety and wellbeing, including compliance with the NSW Child Safe Standards, organisational policies and mandatory reporting obligations.
- Participate in staff and team meetings
- Take a multidisciplinary approach by participating in team meetings, planning and allocation meetings, and working closely with headspace staff members to ensure client needs are met through regular communication and coordinated support where required.
- Utilise headspace software and systems, including Profile, MyLifeTracker and hAPI, to support service delivery, documentation and reporting requirements.
- Apply the FCAF (Family, Carers and Friends) framework in practice and contribute to appropriate clinical decision-making and support planning within team setting.
- Engage in group programs where required, including Youth SMART.
- Undertake other duties as required

Selection Criteria

1. Qualification and Experience

- A minimum of a Diploma in a relevant field (e.g., AOD, Counselling, Community Services, Case Management).
- Completion of 4 AOD Skill Set Units (or willingness to complete them during the first year of employment).
- Experience in Alcohol and Other Drug sector, Youth Work or another relevant field
- Extensive experience providing counselling and brief interventions with vulnerable populations using harm reduction, trauma-informed, and strengths-based approaches
- NSW Working with Children's Check
- National police record check
- A current driver's licence

2. Skills, Knowledge and Capabilities

- Well-developed understanding of the impact of alcohol and other drug use and the associated issues that young people may experience, including physical and mental health.
- Good working knowledge of evidence-based treatment, harm minimisation and harm reduction support strategies.
- Demonstrated capacity or interest to work with young people using a trauma-informed and person-centered approach.
- Excellent communication and interpersonal skills, combined with a proactive and hands-on attitude.
- Demonstrated ability to work effectively and autonomously in a small flexible team environment.

- Ability to manage a complex caseload and prioritise effectively
- Strong critical thinking skills to assess client needs and implement evidence-based interventions
- Demonstrated ability to collaborate effectively with internal and external stakeholders, including health, mental health, justice, and community services
- Proficient in using the Microsoft Office suite of applications and the ability to use a client information management system.
- Ability to work competently in a cross-cultural environment.
- Has a thorough understanding of the importance of personal and professional boundaries, ethical behaviour, policies, and procedures.

3. Behaviours

- Reliable, punctual, and mature attitude to work.
- 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.

4. Other Requirements

- A current First Aid Certificate or willingness to obtain.
- Willingness to undertake further study, including a Certificate IV in Alcohol and Other Drug Work if required.
- Employment is subject to a satisfactory AFP National Police Check and Working with Vulnerable People Registration.
- Australian Citizenship or suitable rights to work in Australia.

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.

Employee Signature

Date