



The Glen Group
ABN 97 450 742 985
www.theglencentre.org.au

POSITION DESCRIPTION: INFO Officer

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

Since 1 July 2026, The Glen Group has established the Info team which supports clients on their journey pre and post residential treatment. INFO stands for:

- Intake & Assessment
- Navigator (support when clients have applied, and while they wait for treatment)
- Family, Carer's & Friends
- Outreach (aftercare)

INFO officers are based at The Glen but support clients from all over NSW/Australia. INFO Officers play a vital and important role, being the first point of contact for clients reaching out for help. The purpose of the role is to:

- Conduct suitability assessments of clients who apply for residential treatment
- Understand the needs of clients and link them with appropriate services (i.e. navigate that system)

Who supports you and completes the appraisal process with you?

INFO Team Leader

CONDITIONS OF EMPLOYMENT

- Full-time
- Per employment contract and in the relevant Modern Award (SCHADS).
- Understand and comply with The Glen Group policies and procedures.



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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 (including the 8 essential skills for leaders)

YOUR RESPONSIBILITIES

Intake & Assessment Responsibilities

- Answer phone calls and return voicemails, take enquiries about The Glen Group's programs
- Proactively booking phone assessments daily for yourself and other team members
- Conduct telephone assessments for people applying (supported by AI)
- Timely monitor and response to intake email and work email.
- Use calendars to book appointments and plan your week
- Escalate any complaints or complex enquiries to management.
- Explain the application/documentation process including criminal histories and medical information required to complete application successfully.
- Review criminal histories against The Glen Groups policy criteria
- Refer clients with complex medical for further assessment
- Enrol/refer clients into pre-treatment programs and AOD Navigator program as required
- Liaising with client stakeholders such as lawyers, merit, detox centres, AMS's, other rehabs and drug court
- Call community clients with assigned beds to support their arrival to detox or The Glen weekly
- Monitor current applications and waitlist daily ensuring contact has been made and withdrawing application when necessary.
- Refer family members who regularly call to the Family, Carers and Friends Program
- Understand services across NSW such as AOD Services, Health services, ACCHOs and technology options, to help refer clients to appropriate services
- Coordinate care and referrals with multiple services, and liaising with residential treatment centres
- Building rapport and relationships with clients seeking treatment

Administration and Reporting Responsibilities

- Maintain and enter client case notes, records and reports as required including appropriate and timely clinical documentation, recording of treatment results, care plans, outcomes and recommendations in the client file on the client management system. (Mimaso)
- Complete shift reports prior to the end of your shift daily
- Complete a weekly planning report
- Actively contribute to staff meetings, team development activities, performance initiatives and service development activities.
- Participate in the daily INFO morning meeting



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KEY PERFORMANCE INDICATORS

1. Conduct a minimum of 3 assessments per day
2. Contribute/maintain The Glen Group's INFO stakeholder spreadsheet
3. Attend morning INFO meeting, contribute to recording actions and complete all tasks daily
4. Complete weekly planning report
5. Timely case notes for all interactions with clients
6. Contact clients with assigned beds 2 times weekly entering informative case notes on their arrival progress
7. Ensure weekly contact has been made to all clients on the waitlist and current applications