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| **Position Title & Level/Grade:** | Alcohol & Other Drug Case Manager  Level 5 CatholicCare Enterprise Agreement | **Department:** | Allied Health Services |
| **Reports to:** | AOD Drug Program Manager | **Supervises:** | Nil |
| **Internal Liaisons:** | The AOD Case Manager will report to the AOD Programs Manager and sit within the Youth, Mental Health, Homelessness, Family Support & Comorbidity Portfolio. | **External Liaisons:** | CHN (funding body), and other key stakeholders and relevant agencies including ACT Mental Health and ATOD services. |

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| **Position Objective** | The primary objective of this position is to improve alcohol and other drugs treatment service outcomes across the ACT by engaging hard to reach clients and building linkages across the broader AOD treatment sector, primary and allied health services and emergency services including police, ambulance and hospital staff.  The AOD Case Manager will provide strengths-based case management via assertive outreach to individuals aged 16 years to support reduction or cessation of alcohol and /or other drug use and associated harms. In addition, the AOD Case Manager will engage in collaborative care planning and coordination with the client, provide client-centred support and advocacy, facilitate appropriate referrals and deliver evidence-based interventions. |
| **Key Responsibilities** | **Service Delivery**   * Maintain an average case load of 25 clients (or PT equivalent), or as directed by your manager; * Conduct thorough assessments of clients, including for AOD, mental health and physical health conditions on intake; * Prepare and participate in monthly case reviews with your manager; * Develop with client and regularly review client goals, outcomes and individual case plans; * Use translating and interpretive services as required; * Provide services in line with professional ethics and CCG Code of Ethics and Conduct; * Adhere to confidentiality and privacy requirements as per policy and procedure and relevant legislation; * Provide clients with harm reduction information and education, self-help strategies, support, referral and advocacy related to their specific goals and evidenced by case notes and reviews; * Support client engagement with General Practitioners, Mental Health specialists and other health professionals as required; * Conduct warm referrals with internal and external services as required; * Provide a low level of support to clients on ‘active holding’, including phone calls and referrals.   **Staff Development**   * Attend Professional Supervision. * Attend Team Meetings. * Undertake professional development as per your Professional Development Plan and Program and CatholicCare Policies, including program specific core training.   **Administration**   * Keep up-to-date, factual and relevant case notes/files for all clients; * Ensure case notes/files meet organisational and legislative requirements; * Prepare client reports as required; * Record client and occasion of service data in line with AOD Treatment Services Minimum Data Set requirements   **Stakeholder Engagement**   * Build and maintain relationships with ACT emergency services including police, ambulance and hospital staff to identify, engage and follow up with individuals experiencing AOD issues; * Develop and maintain strong collaborative partnerships and referral pathways with AOD specialist services, mental health specialist services, primary care providers and legal, financial, youth and other community services; * Attend relevant forums, conferences and networking groups within the ACT; * Participate in relevant expos and community activities.   **Quality Assurance**   * Adhere to Work Health and Safety policies and legislation; * Adhere to agency policy and procedures and work within relevant legislative requirements; * Contribute to a positive workplace environment; * Participate in planning days and team meetings; * Participate in quality building projects such as policy and procedure development and review; * Participate in committees, working groups, and agency events as required and complete associated tasks. |

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| **Key Selection Criteria** | | | |
| * Tertiary qualification in relevant social welfare or health discipline and completion of, or working towards AOD Skill Set * Knowledge and understanding of the key issues facing people using AOD * Demonstrated experience delivering case management support * Understanding of Equal Employment Opportunity (EEO), Work, Health & Safety and Confidentiality * Hold a current drivers’ license, a current Working with Vulnerable People card and be willing to undergo a police check. | | | |
| **Experience & Knowledge** | * Knowledge of the ATOD sector and services * Knowledge of the mental health and allied health sectors and services * Knowledge of related standards, laws, legislation, awards regulations and codes * Knowledge of EEO, Work, Health & Safety and Privacy and Confidentiality policies and legislation * Understanding of the welfare sector and models of service * Understanding of Quality Assurance Standards, protocols and implementation * Knowledge of Strengths Based Case Management and its application * Understanding of the key elements of collaborative practice and service coordination * Knowledge and understanding of the key issues facing people experiencing AOD issues | **Attributes** | * Evaluating and monitoring own performance. * Articulating own ideas and vision. * Taking responsibility. * Working ethically. * Working well under pressure. * Demonstrating resilience. * Being patient and persuasive. * Being punctual and meeting deadlines. * Accepting change. * Empathetic. * Emotional Intelligence. |

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| **Employee Declaration** |
| I have read this document and agree to undertake the duties and responsibilities as list above.  I acknowledge that:   * This position description details the accountabilities of the role and provides an indication of the current duties and tasks that I may be required to undertake. Additional or other duties may from time to time be allocated in order to fully meet the responsibilities of the role, team and any organisational objectives. * The measures where included in this document are indicative and will be reviewed with me on an annual basis and that my performance will be evaluated against these measures. |

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| **Employee** |  |
| **Signature** |  |
| **Date** |  |