

Position Description

Position title:	HIV & AOD Integrated Care Case Manager	Employment Type:	Full time, fixed term.
Reports to:	Manager: Homeless Services	Award:	Social, Community Home Care and Disability Services Industry award (SCHADS)
Approved by:	Chief Executive Officer	Classification:	Level 4
Direct reports:	0	Effective date:	May 2022

Role Purpose

The Haymarket Foundation exists to provide opportunities to people who have been marginalised by society. We understand that the people we work with come from a background of complex trauma, and we use this understanding to advocate and deliver multidisciplinary services that are inclusive, safe, and offer freedom of choice.

The role of the HIV & AOD Integrated Care Case Manager is to ensure the Haymarket Foundation provides adaptive, holistic case management and stabilisation support to people over the age of 18 who are living with HIV, AOD misuse, and at least one other identified clinical morbidity. This program is funded by the South Eastern Sydney Local Health District (SESLHD).

Delegation of Authority

The HIV & AOD integrated care case manager will make decisions and incur expenditure in accordance with the *Delegations of Authority Manual*. Case Managers are responsible for completing a purchase order or brokerage assessment prior to purchasing any goods or services for the service.

Key Accountabilities

Service Delivery

- Respond to referrals (phone and face to face) of clients to the HIV & AOD Integrated Care Program.
- Undertake initial intake/assessments for clients in accordance with the Foundation's intake and assessment procedures.
- Work with clients to create individualised support, counselling, education and exit plans including referral to appropriate supplementary support services as needed.
- Provide ongoing crisis intervention/therapeutic support as required.
- Ensure medication compliance of clients in line with Haymarket policy.
- Work collaboratively with partner organisations including the Bobby Goldsmith Foundation and Local Health Districts.
- Actively participate in reflective practice through team meetings, interagency, decision-making processes, service planning sessions, supervision and staff development activities.

Harm reduction and living Skills

- Provide harm reduction education to clients with a focus on increasing living skills through interventions with clients and collaboration with partner organisations.
- Promote community inclusion, social and educational involvement.
- Promote the holistic health and wellbeing of clients.
- Provide a stable supported stabilisation and residential program with an emphasis on improved mental and physical health and social well-being.
- Support clients in maintaining harm reduction principles through prevention strategies and building networks of support.

Business Processes

- Comply with all Haymarket Foundation policies and procedures and all statutory requirements and contractual obligations.
- Participate in the Haymarket Foundation's Quality Improvement processes.
- Attend regular staff meetings.
- Assist in creating and maintaining a supportive and cooperative team environment, to meet the goals of service delivery more effectively.
- Co-operate closely with team members to ensure continuity of care and provision of a comprehensive service to consumers.
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Workplace Health & Safety

- Comply with the Haymarket Foundation's WHS Policy and procedure.

Policies and Procedures

- Comply with all organisational policies and procedures.

Code of Conduct

- Read and sign the Haymarket Foundation code of conduct.

Quality Improvement

- Contribute to quality activities to improve the standard of care and service of the program.
- Proactively contribute to the accreditation programs of the service.
- Actively seek feedback from clients on the quality of service and areas for improvement.
- Comply with the Haymarket Foundation's strategic plan, funding body requirements and all relevant government legislation.
- Create and maintain professional working relationships with referring agencies and local services.
- Engender excellence in the provision of customer service throughout the organisation, utilising a client centred culture.

Confidentiality and Privacy

- Ensure and maintain confidentiality in all matters relating to clients and staff of the Haymarket Foundation in accordance with the *Privacy and Confidentiality Policy*.
- Ensure that no confidential information that you may receive in the course of your employment is disclosed either during your employment, or after its termination, with the Haymarket Foundation.

Reviewed 02/05/2022

Risk Management

- Identify, report, and mitigate of risks within operations in compliance with WHS and Risk Management policies.
- Be familiar and comply with risk management strategies in the Risk Register.

Infection Control

- Comply with the *Infection Control and Food Management Policies*.

Key Selection Criteria

Key Selection Criteria: Essential (E), Desirable (D)
A minimal qualification (tertiary degree) in AOD, Social Work, or related health field. (E)
A working understanding of trauma informed practice and other therapeutic interventions. (E)
Demonstrated communication skills, specifically in client rapport building and systematic advocacy. (E)
A minimum of three years' experience in a case management role with a working knowledge of the housing sector. (E)
Valid driver's licence. (E)
Proof of Vaccination. (E)
Experience working with complex clients in a residential setting. (E)
An understanding and knowledge of issues faced by people with complex unaddressed trauma. (E)
National criminal record check. (E)
Disclosure of any restrictions that impact upon your role as a practitioner. (E)
Proven ability to engage with clients and to set clear professional boundaries. (E)
Ability and commitment to work in a team approach. (E)

Key Performance Indicators

Refer to attached *Success Criteria* for key performance indicators for this position.

Acceptance

Employee

Name:

Signature:

Date:

Chief Executive Officer

Name:

Signature:

Date: