

Position Description

Position title:	AOD Case Manager: Bourke Street Program	Employment Type:	Full Time, Fixed Term Contract
Reports to:	Chief Executive Officer	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 2023

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 AOD Case Manager: Bourke Street Program is to ensure the Haymarket Foundation provides the best possible supported rehabilitation and recovery program to men with a history of drug and or alcohol dependence, with a focus on physical, mental and emotional wellbeing. The successful candidate will provide holistic case management, facilitating group therapy sessions and living skills programs while promoting self-advocacy in a strengths based practice.

Delegation of Authority

The AOD Case Manager, Bourke Street Program will make decisions and incur expenditure in accordance with the *Delegations of Authority Manual 2018-2020*.

AOD Case Managers are responsible for reconciling debit card transaction information after purchasing any goods or services for the program (e.g. community dinners).

Key Accountabilities

Case Management

- Assess new participants and referrals to the Bourke Street Program on a timely basis.
- Provide and facilitate the provision of referral, assessment, counselling, case management, general support, living skills, and aftercare services.
- Respond to all waiting list phone calls and provide support weekly for applicants to the program.
- At times provide external work as required for people who have exited and need ongoing support.
- Prepare and maintain participant records and outcome measures within NADAbase, Redicase and internal database record systems.
- Run a weekly check in group together (solo worker in the absence of the other worker).
- Record reporting and participate in recreation and exercise groups as required.
- Participate in regular team meetings.
- Encourage the promotion of self-advocacy as part of your work practice on a daily basis with all participants.
- Promote a holistic approach in all aspects of case management.
- Case Managers will at times be expected to work solo during times of sickness and leave.

BSP Syllabus

- Liaise with the Community Housing Provider on all aspects of the shared work entailed within this partnership. This includes ongoing lease renewals, sign ups, repairs and maintenance etc.
- Provide living and interpersonal skills training and behaviour modification to participants through interaction with the Clinical Psychologist, Case Workers and Therapeutic Process Groups.
- Promote the general health and well-being of participants.
- Provide a stable and supported program with an emphasis on improved mental and physical health and social well-being.
- Support participants in maintaining abstinence through relapse prevention strategies and building networks of support.
- Promote a healthy shared living environment with a focus on communication, dealing internally with issues between participants.
- Participate in community dinners and community group sessions with participants of the service.
- Use all aspects of the Bourke Street Program syllabus and deliver these actions within the framework as well as using an individualised strengths based approach using best practice.

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, sign the Haymarket Foundation code of conduct and employee handbook.

Quality Improvement

- Contribute to quality activities to improve the standard of care and service of the Bourke Street Program.
- Proactively contribute to the accreditation programs of the service.
- Actively seek feedback from participants 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 participant centred culture.

Confidentiality and Privacy

- Ensure and maintain confidentiality in all matters relating to participants 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.

Risk Management

- Identify, report and mitigate of risks within Bourke Street Program 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)	
1.	A tertiary qualification or extensive experience in the Alcohol and other Drugs, Social Work, or related health field. (E)
2.	Experience in a case management role. (E)
3.	National criminal record check and working with Children's Check (E)
4.	Valid driver's licence. (E)
5.	An understanding of homelessness and housing referral pathways. (D)
6.	A comprehensive understanding of the spectrum of AOD interventions. (E)
7.	Experience in counselling. (D)
8.	An understanding and knowledge of issues faced by people who have a history of drug dependence. (E)
9.	Experience facilitating group sessions. (D)
10.	Demonstrated communication skills especially in the development of case plans. (E)
11.	Proven ability to engage with participants and to set clear professional boundaries. (E)
12.	Experience with clinical or case management databases, outcomes measurement and MDS submissions. (E)
13.	Experience working with Community Housing Providers. (D)
14.	Experience facilitating living skills programs in a community setting. (D)
15.	Experience facilitating employment and education pathways. (D)

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: