# POSITION DESCRIPTION

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| Position Title | **Case Worker** | |
| Location | Based at **[Insert location]** with a requirement to travel (*Delete if not applicable)* | |
| Unit/Directorate/Team | **[Insert Unit/Directorate]** where applicable | |
| Position Number | **[Insert position number]** where applicable | |
| Employment Status | Full time/Part time/casual **[Delete which does not apply]**  Temporary until **[XX/XX/XXXX]** | **[Insert number of hours per week/fortnight]** |
| Award classification and levelOREnterprise AgreementORIndividual contract*(Delete which is not applicable)* | **Option 1**  Social, Community, Home Care and Disability Services Industry Award, 2010 (SCHCADS) Level **[insert Level X]** dependent on qualifications and experience. (Level 5 or above)  **Option 2**  Health Professionals and Support Services Award, 2010  *[Delete which is not applicable]*  Level **[insert Year X]** dependent on qualifications and experience.  Plus:   * 9.5 % Employer superannuation * Salary Packaging up to $15,900 per annum * **[Insert other relevant items]** | |
| *\*Delete when PD is finalised*  *Current award rates can be found* [*here*](https://www.fairwork.gov.au/pay/minimum-wages/social-and-community-services-industry-pay-rates) *or refer to the* ***NADA Awards and Salaries Support Document***  *<https://www.fairwork.gov.au/pay/minimum-wages/social-and-community-services-industry-pay-rates>* | |
| Probation period | A **[X]** month probationary period will apply | |
| Reports to | **[Insert position]** | |
| Responsible for | **[Insert positions within the organisation that this position is responsible for]** | |
| Working with Children Check | Required | |
| Professional Registration | Required/not required **(Delete which does not apply)**  If required, **[Insert Registration body, eg AHPRA]** | |
| National Criminal History Record Check | Required | |
| Class C Drivers licence | Required | |
| PD currency date | **[Insert date the PD was approved]** | |
| PD review date | **[Insert date the PD will be reviewed]** | |

## About Us

*Provide information regarding your organisation and the specific program where relevant. The statement should be no more than one or two paragraphs and could include:*

* *Purpose of the organisation – vision, mission, strategic goals, values*
* *Size/Number of staff/sites*
* *Services provided*

## Position purpose

*A concise summary of the primary purpose of the role/position. Answers the question “Why does this role exist?” For example:*

*To reduce alcohol and other drug related harms by providing evidence-based drug and alcohol services to people accessing [****insert organisation name****]. As a member of a team, this position is responsible for the provision of alcohol and other drug assessment, assertive case management, discharge planning and referral to a range of external and internal groups.*

## Key Responsibilities/accountabilities

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| --- |
| Key Responsibility Area 1**Client Support** **(Delete which does not apply)** |
| * Provide individualised alcohol and other drug assessment, comprehensive case management, individual interventions, realistic support plans and discharge planning * Provide interventions to motivate clients toward change, including harm minimisation and relapse prevention strategies * Assist and encourage clients to develop skills necessary to achieve their set goals and case management plans. * Identify and escalate significant risk factors or deterioration in health to **[insert position name]** * Develop caring, supportive and professional relationships with clients and their families/carers to assist them to reach their goals * Advocate for the rights of clients * Provide culturally safe services to Aboriginal and Torres Strait Islander clients and their family/carers * Deliver a variety of individual and group based, relevant programs * Integrate person-centred, strength-based approaches into practice * Integrate trauma-informed approaches into practice * **[Insert other key responsibility]** |
| Key Responsibility Area 2**Program Support** **(Delete which does not apply)** |
| * Actively contribute to the development of a positive workplace culture * Participate in the development, implementation and evaluation of evidence based individual and group programs * Develop and maintain networks and co-operative relationships with other relevant agencies, committees and departments * Participate in appropriate case review and **[clinical/peer]** supervision * Contribute to a workplace that is free of discrimination, harassment and bullying behaviour at all times * Participate in quality improvement activities * Maintain and update skills and knowledge * Engage in self-care strategies. * **[Insert other key responsibility]** |
| Key Responsibility Area 3**Administration**  **(Delete which does not apply)** |
| * Maintain relevant data collection/s to provide an overview of client activity and outcomes * Maintain records and reports as required including appropriate and timely clinical documentation, recording of treatment results, care plans, outcomes and recommendations in the client file * Contribute to staff meetings, team development activities, performance initiatives and service development activities * Participate in an individual annual performance appraisal with the **[Insert position title].** * **[Insert other key responsibility]** |
| Key Responsibility Area 4**Compliance** **(Delete which does not apply)** |
| * Observe **[Insert Organisation Name]**’s Code of Conduct and values * Ensure actions do not adversely affect the health and safety of others, comply with reasonable instruction and policies/procedures relating to Work Health and Safety, as well as notify any hazards/risks or incidents to a manager. * Comply with relevant legislation * Ensure familiarity with and adherence to **[Insert organisations nam**e] policies and procedures. * **[Insert other key responsibility]** |

## Key challenges

*(Delete those which do not apply and include other relevant challenges)*

* Building collaboration, trust and communication across and between sectors to benefit consumers/clients accessing other services
* Building collaboration, trust and communication with families/carers to benefit consumers/clients accessing other services
* Working with clients with complex needs, including supporting clients with a history of trauma
* Isolation for some employees depending on work site
* Travel to outreach sites
* **[Insert challenge]**

## Key relationships

|  |  |
| --- | --- |
| **Who** | **Purpose of the relationship** |
| **Internal** | |
| Clients/consumers | To provide client centred care |
| Families/carers | To provide client centred care involving families and carers |
| **[Insert title], [Insert Organisation Name]**  **Eg: Manager, Team Leader** | For advice and decisions related to operational management, professional leadership and support |
| **[Insert title], [Insert Organisation Name]** | For advice and decisions related to operational management, professional leadership and support |
| **External**  *(May include Local Health District, Aboriginal Medical Service, General Practitioners, referring organisation, organisations providing housing/employment/education/financial assistance, Centrelink, aftercare services, law enforcement, diversion programs, others)* | |
| **[Insert title], [Insert Organisation Name]** | Insert purpose of the relationship |
| **[Insert title], [Insert Organisation Name]** | Insert purpose of the relationship |

**The following Capability Framework outlining core knowledge, skills and abilities has been developed by NADA for use in the NSW AOD NGO sector and will apply to all positions within the sector.**

## Foundational Knowledge and Approach

* Understand and apply relevant theoretical frameworks and concepts
* Understand and adapt practice according to higher level systemic influences
* Integrate core values and principles of AOD work into practice
* Integrate person-centred, strength-based approaches into practice
* Integrate trauma-informed approaches into practice

## Core Skills

* Communicate effectively with a diverse range of people
* Establish trust and rapport
* Work effectively with others n a team environment
* Understand and apply conflict resolution skills
* Develop and maintain appropriate ICT proficiency

## Access

* Understand and apply principles of human rights and social justice
* Understand and apply strategies to promote social inclusion and reduce stigma and discrimination
* Work to address service access and resource barriers wherever possible
* Recognise and respect the rights of people accessing AOD treatment and support
* Regard and promote consumer participation as integral to AOD service delivery

## Diversity and Inclusion

* Work respectfully and inclusively with people from diverse backgrounds
* Understand, respect and promote the history, culture and rights of Aboriginal and Torres Strait Islander people and communities
* Regard and promote family and carer participation as integral to AOD service delivery
* Collaborate and work in partnerships to deliver services

## Ethical, safe and responsible practice

* Maintain a high standard of integrity and professionalism
* Observe and promote ethical standards
* Practice within applicable legal frameworks
* Understand and comply with WHS requirements
* Contribute to continuous improvement in quality and safety

## Personal and professional development

* Engage in research and evaluation
* Apply critical and reflective thinking into practice
* Engage in professional supervision
* Engage in continuing professional development
* Exercise self care

## Selection Criteria

*(Delete which do not apply depending on the role required of this position)*

1. Relevant tertiary qualifications and/or relevant experience
2. Cert IV Alcohol and Other Drugs or equivalent plus the Nationally Recognised Alcohol and other Drugs skill set
3. Demonstrated skills in supporting client assessment, management, counselling, assistance and advocacy within a comprehensive case management framework
4. Knowledge and/or experience in delivery of evidence based brief interventions for drug and alcohol problems including harm reduction, motivational interviewing and relapse prevention
5. Knowledge of referral pathways and ability to network with service providers that address drug and alcohol use, mental health, family and relationship difficulties, domestic violence, child protection, accommodation, legal and financial issues
6. Demonstrated ability to work effectively within a multidisciplinary team and to assess and escalate clinical and operational concerns
7. Demonstrated ability to effectively prioritise and organise workload and deliver care with integrity and accountability
8. Demonstrated computer literacy, clinical documentation and verbal communication skills
9. **[Insert additional selection criteria]**

I acknowledge and understand the above job description, responsibilities and other requirements detailed in the document. I agree to follow the Policies and Procedures as set out in **[Insert organisation name]** Policy and Procedure Manual/s.

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|  |  |  |  |  |
| Employee name |  | Employee’s signature |  | Date |
| Manager name |  | Manager’s signature |  | Date |